Premier Knowledge Solutions Inc
Course List

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Business & Professional Development (SS-BP)

Course Groups	Course Title	Course Code	Dur (Mins)
1 Hour Courseware			
Administrative Support Curriculum			
Essential Skills for Administrative Support Professionals			
Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60
Communication Curriculum			
Anger Management Essentials			
Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60
Basic Presentation Skills			
Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60
Business Grammar Basics			
Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
Business Grammar: Punctuation	comm_20_a04_bs_enus	60
Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
Business Grammar: Working with Words	comm_20_a02_bs_enus	60
Business Writing Basics			
Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
Communicate with Diplomacy and Tact			
Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	60
The Impact of Situation and Style When Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	60
Communicating Effectively with the 'C' Level			
Preparing to Communicate Effectively at the 'C' Level	comm_31_a01_bs_enus	60
Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60
Constructive Feedback and Criticism			
Giving Constructive Criticism	comm_29_a02_bs_enus	60
Giving Feedback	comm_29_a01_bs_enus	60
Receiving Feedback and Criticism	comm_29_a03_bs_enus	60

		E-mail Essentials for Business		
		Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
		Managing Your E-mail	comm_17_a03_bs_enus	60
		Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
		Emotional Intelligence Essentials		
		Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
		Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
		What is Emotional Intelligence?	comm_25_a01_bs_enus	60
		Fundamentals of Cross Cultural Communication		
		Communicating Across Cultures	comm_26_a02_bs_enus	60
		Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
		Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60
		Fundamentals of Working with Difficult People		
		Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
		Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
		Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
		Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
		Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
		Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
		Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
		Getting Results Without Direct Authority		
		Getting Results without Direct Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
		Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
		Getting Results without Direct Authority: Persuasive Communication	comm_27_a02_bs_enus	60
		Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60
		Interpersonal Communication		
		Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
		Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
		Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
		Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
		Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60
		Listening Essentials		
		Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
		Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
		Negotiation Essentials		
		Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
		Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
		Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
		Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
		Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
		Professional Networking Essentials		
		Professional Networking Essentials: Developing Confidence	comm_38_a02_bs_enus	60
		Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
		Public speaking strategies		
		Public Speaking Strategies: Confident Public Speaking	pd_23_a02_bs_enus	60
		Public Speaking Strategies: Preparing Effective Speeches	pd_23_a01_bs_enus	60
		Running Effective Business Meetings		

		Dealing with Common Meeting Problems	comm_32_a03_bs_enus	60
		Managing Effective Business Meetings	comm_32_a02_bs_enus	60
		Preparing for Effective Business Meetings	comm_32_a01_bs_enus	60
	Telephone Essentials for Business			
		Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
	Workplace Conflict			
		Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
		Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
Customer Service Curriculum				
	Customer Advocacy			
		Customer Advocacy: Communicating to Build Trusting Customer Relationships	cust_11_a01_bs_enus	60
		Customer Advocacy: Enhancing the Customer Experience	cust_11_a02_bs_enus	60
		Customer Advocacy: Supporting Customer Advocacy	cust_11_a03_bs_enus	60
	Customer Focus			
		Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60
		Customer-focused Interaction	cust_10_a03_bs_enus	60
		Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60
	Customer Service Fundamentals			
		Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
		Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
		Customer Service in the Field	cust_09_a02_bs_enus	60
		Customer Service over the Phone	cust_09_a03_bs_enus	60
		Internal Customer Service	cust_09_a04_bs_enus	60
		Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
Finance and Accounting Curriculum				
	Accounting Fundamentals			
		Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
		Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
		Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
		The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
		The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
		The Balance Sheet	fin_03_a07_bs_enus	60
		The Cash Flow Statement	fin_03_a08_bs_enus	60
		The Income Statement	fin_03_a06_bs_enus	60
		Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
	Auditing Essentials			
		Auditing for Cash and Inventories	fin_06_a04_bs_enus	60
		Auditing for Internal Control and Risk Assessment	fin_06_a02_bs_enus	60
		Auditing the Revenue Cycle	fin_06_a03_bs_enus	60
		Introduction to Auditing	fin_06_a01_bs_enus	60
	Budgeting Essentials			
		Organizational Budgeting Activities and the Master Budget	fin_05_a01_bs_enus	60
		Planning and Preparing an Operating Budget	fin_05_a02_bs_enus	60
		Preparing Operating Budgets and the Cash Budget	fin_05_a03_bs_enus	60
		Using Budgets for Management and Control	fin_05_a04_bs_enus	60
	Capital Budgeting Essentials			
		Capital Budgeting: Capital Allocation	fin_07_a04_bs_enus	60

			Capital Budgeting: Discounted Payback Period and Profitability Index	fin_07_a03_bs_enus	60
			Capital Budgeting: Net Present Value and Internal Rate of Return	fin_07_a02_bs_enus	60
			Capital Budgeting: The Capital Budgeting Process	fin_07_a01_bs_enus	60
		Finance and Accounting Essentials for Non-financial Professionals		
			Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
			Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
			Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
			Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60
			The Essentials of Budgeting for Non–financial Professionals	fin_02_a04_bs_enus	60
			The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
Foundation Skills				
	Basic Business Math			
			Basic Business Math: Averages and Equations	fnd_01_a03_bs_enus	60
			Basic Business Math: Charts and Graphs	fnd_01_a04_bs_enus	60
			Basic Business Math: Percentages and Ratios	fnd_01_a02_bs_enus	60
			Basic Business Math: Using Whole Numbers and Decimals	fnd_01_a01_bs_enus	60
Global Banking and Financial Services Curriculum				
	Bank Branch Operations Management			
			Bank Branch Management: Branch Security & Fraud	fini_01_a06_bs_enus	60
			Bank Branch Management: Dealing with Operational and Credit Risks	fini_01_a04_bs_enus	60
			Bank Branch Management: Internal Controls and Banking Technology	fini_01_a05_bs_enus	60
			Bank Branch Management: Mortgage and Auto Loans	fini_01_a01_bs_enus	60
			Bank Branch Management: Payment and Settlement Systems	fini_01_a02_bs_enus	60
			Bank Branch Management: Teller Roles and Credit Card Operations	fini_01_a03_bs_enus	60
	Bank Risks and Capital Adequacy Planning			
			Basel Regulations and Capital Adequacy Requirements	fini_06_a01_bs_enus	60
			Capital Adequacy Planning Approaches	fini_06_a02_bs_enus	60
	Basel III and Liquidity Risk Management			
			Liquidity Risk Measurement, Monitoring, and Application of Standards	fini_08_a02_bs_enus	60
			Management and Supervision of Liquidity Risk	fini_08_a01_bs_enus	60
	Basel Regulations and Bank Risk Management			
			Basel II and Basel III: An Overview	fini_07_a01_bs_enus	60
			Basel Regulations and Operational Risk Management	fini_07_a06_bs_enus	60
			Data Maintenance and Oversight for IRB Systems	fini_07_a05_bs_enus	60
			IRB Approach for Corporate and Retail Exposures	fini_07_a03_bs_enus	60
			IRB Framework and Risk-rating System	fini_07_a02_bs_enus	60
			Operational Risk and Advanced Measurement Approach	fini_07_a07_bs_enus	60
			Operational Risk Identification, Assessment, and Quantification	fini_07_a08_bs_enus	60
			Operational Risk Management Framework, Process, and Applications	fini_07_a09_bs_enus	60
			Quantification of IRB Systems	fini_07_a04_bs_enus	60
	Commodity and Energy Markets, Futures, and Forwards			
			Commodity and Energy Markets and Derivatives	fini_02_a01_bs_enus	60
			Futures Fundamentals: Commodity, Equity, and Currency Futures	fini_02_a02_bs_enus	60
			Interest Rate Futures and Forward Rate Agreements	fini_02_a03_bs_enus	60
	Counterparty Credit Risk and Credit Rating			
			Credit Rating Systems and Capital Reserves	fini_09_a04_bs_enus	60
			Derivative Contracts: Futures, Forwards, Swaps, and Options	fini_09_a01_bs_enus	60
			Measuring Credit Risk of Derivative Contracts	fini_09_a02_bs_enus	60

		Mitigating Credit Risk	fini_09_a03_bs_enus	60
	Credit Derivative Instruments			
		Classical Credit Derivatives and Total Return Swaps	fini_11_a02_bs_enus	60
		Credit Default Swaps and Credit Spread Options	fini_11_a05_bs_enus	60
		Credit Derivatives and Credit Risk	fini_11_a01_bs_enus	60
		Credit Derivatives Applications	fini_11_a06_bs_enus	60
		Credit Derivatives: Pricing and Operational Issues	fini_11_a07_bs_enus	60
		Credit Derivatives: Regulatory, Legal, and Taxation Issues	fini_11_a08_bs_enus	60
		Credit-linked and Repackaged Notes	fini_11_a04_bs_enus	60
		Securitization and Asset-backed Securities	fini_11_a03_bs_enus	60
	Credit Risk Analysis			
		Credit Analysis and Loan Pricing and Regulations	fini_10_a01_bs_enus	30
		Financial Analysis for Credit Risk Determination	fini_10_a02_bs_enus	60
		Nonfinancial Credit and Asset Analysis	fini_10_a03_bs_enus	60
		Problem Loans and Risk Analysis for Common Loans	fini_10_a04_bs_enus	30
		Risk Analysis for Specialized Loans	fini_10_a05_bs_enus	60
	Global Banking Supervision and Anti-Money Laundering Regulations			
		Anti-money Laundering and Global Initiatives	fini_05_a04_bs_enus	60
		Anti-money Laundering and Regulatory Framework	fini_05_a05_bs_enus	30
		Banking Supervision and Corporate Governance	fini_05_a01_bs_enus	60
		Internal Control and Audits in Banks	fini_05_a02_bs_enus	60
		Special Banking Risks and their Management	fini_05_a03_bs_enus	60
	Insurance Concepts, Types, and Annuities			
		Insurance Basics, Underwriting, and Actuarial Practices	fini_03_a01_bs_enus	60
		Life, Health, and General Insurance	fini_03_a02_bs_enus	120
		Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities	fini_03_a03_bs_enus	90
	Mutual Fund Concepts, Portfolio Management, and Regulations			
		Mutual Funds: Basic Concepts, Structure, and Types	fini_04_a01_bs_enus	60
		Mutual Funds: Performance Evaluation and Regulations	fini_04_a03_bs_enus	60
		Mutual Funds: Portfolio Management and Accounting	fini_04_a02_bs_enus	30
Human Resources Curriculum				
	Essentials of Interviewing and Hiring			
		Essentials of Interviewing and Hiring: Behavioral Interview Techniques	hr_06_a04_bs_enus	60
		Essentials of Interviewing and Hiring: Conducting an Effective Interview	hr_06_a03_bs_enus	60
		Essentials of Interviewing and Hiring: Preparing to Interview	hr_06_a02_bs_enus	60
		Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	hr_06_a01_bs_enus	60
		Essentials of Interviewing and Hiring: Selecting the Right Candidate	hr_06_a05_bs_enus	60
	Organizational Behavior			
		Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
		Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
	The role of HR as a Business Partner			
		HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60
		HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
		HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
		HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
Industry Foundations Curriculum				
	Industry Overviews			

			The Aerospace & Defense Industry Overview: Version 2	indo_01_a27_bs_enus	60
			The Agriculture Industry Overview: Version 4	indo_01_a31_bs_enus	90
			The Automotive Industry Overview: Version 4	indo_01_a29_bs_enus	60
			The Banking Industry Overview: Version 4	indo_01_a14_bs_enus	60
			The Biotechnology Industry Overview: Version 2	indo_01_a28_bs_enus	60
			The Broadcasting & Entertainment Industry Overview: Version 2	indo_01_a24_bs_enus	60
			The Capital Markets Industry Overview: Version 2	indo_01_a25_bs_enus	60
			The Chemicals Industry Overview: Version 2	indo_01_a23_bs_enus	60
			The Consumer Electronics Industry Overview: Version 2	indo_01_a26_bs_enus	60
			The Education Industry Overview: Version 2	indo_01_a21_bs_enus	60
			The Federal Government Industry Overview: Version 4	indo_01_a20_bs_enus	60
			The Food and Beverage Industry Overview: Version 4	indo_01_a30_bs_enus	60
			The Health Care Industry Overview: Version 4	indo_01_a12_bs_enus	60
			The Information Technology Industry Overview: Version 4	indo_01_a19_bs_enus	60
			The Insurance Industry Overview: Version 4	indo_01_a13_bs_enus	60
			The Manufacturing Industry Overview: Version 4	indo_01_a17_bs_enus	60
			The Oil and Gas Industry Overview: Version 4	indo_01_a15_bs_enus	60
			The Pharmaceutical Industry Overview: Version 5	indo_01_a18_bs_enus	60
			The Retail Industry Overview: Version 4	indo_01_a16_bs_enus	60
			The Telecommunications Industry Overview: Version 4	indo_01_a11_bs_enus	60
			The Utilities Industry Overview: Version 2	indo_01_a22_bs_enus	60
Leadership Curriculum					
	Developing a Culture of Learning				
			Developing Learning Practices	lead_08_a03_bs_enus	60
			Establishing the Conditions for a Learning Culture	lead_08_a02_bs_enus	60
			Evaluating and Sustaining Organizational Learning	lead_08_a04_bs_enus	60
			Fundamentals of Organizational Learning	lead_08_a01_bs_enus	60
	Effective Succession Planning				
			Effective Succession Planning: Determining a Talent Pool for Key Positions	lead_09_a02_bs_enus	60
			Implementing and Assessing a Succession Planning Program	lead_09_a03_bs_enus	60
			Initiating Succession Planning	lead_09_a01_bs_enus	60
	Employee Engagement				
			Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
			The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
	Leadership Essentials				
			Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
			Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
			Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
			Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
			Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60
			Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
			Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
			Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60
	Making Cross-Functional Teams Work				
			Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
			Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus	60
			Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
	Risk Management				
			Risk Management: Assessing Risk	stgy_09_a02_bs_enus	60

		Risk Management: Dealing with Risk	stgy_09_a03_bs_enus	60
		Risk Management: Identifying Risk	stgy_09_a01_bs_enus	60
	Setting and Managing Organizational Priorities			
		Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus	60
		Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus	60
		Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus	60
		Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus	60
	The Voice of Leadership			
		The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus	60
		The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus	60
		The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus	60
		The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus	60
Management Curriculum				
	Advanced Management Skills			
		Managing for Rapid Change and Uncertainty	mgmt_23_a03_bs_enus	60
		Cross-functional Strategic Management	mgmt_23_a02_bs_enus	60
		Developing a High-performance Organization	mgmt_23_a01_bs_enus	60
		Managing Experienced Managers	mgmt_23_a06_bs_enus	60
		Managing High Performers	mgmt_23_a04_bs_enus	60
		Managing New Managers	mgmt_23_a05_bs_enus	60
	Business Coaching Essentials			
		Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60
		Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
		Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60
		Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
	Business Execution			
		Business Execution: Crafting a Business Strategy that Executes	mgmt_28_a02_bs_enus	60
		Business Execution: Linking Strategy to People and Operations	mgmt_28_a03_bs_enus	60
		Business Execution: Monitoring and Evaluating Initiatives	mgmt_28_a04_bs_enus	60
		Business Execution: Understanding the Fundamentals	mgmt_28_a01_bs_enus	60
	Business Planning Essentials			
		Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus	60
		Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus	60
		Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus	60
	Delegation Essentials			
		Delegation Essentials: An Introduction to Delegating	mgmt_27_a01_bs_enus	60
		Delegation Essentials: Overcoming Delegation Problems	mgmt_27_a03_bs_enus	60
		Delegation Essentials: The Delegation Process	mgmt_27_a02_bs_enus	60
	Difficult Conversations			
		Handling Difficult Conversations Effectively	mgmt_36_a03_bs_enus	60
		Having a Difficult Conversation	mgmt_36_a02_bs_enus	60
		Preparing for a Difficult Conversation	mgmt_36_a01_bs_enus	60
	Dismissing an Employee			
		Managing the Dismissal of an Employee	mgmt_26_a02_bs_enus	60
		Preparing to Dismiss an Employee	mgmt_26_a01_bs_enus	60
	Effectively Managing Top Performers			
		Engaging Top Performers	mgmt_33_a01_bs_enus	60

		Overcoming Challenges of Managing Top Performers	mgmt_33_a03_bs_enus	60
		Retaining Top Performers	mgmt_33_a02_bs_enus	60
	Essential Mentoring Techniques			
		Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	mgmt_29_a03_bs_enus	60
		Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	mgmt_29_a02_bs_enus	60
		Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	mgmt_29_a04_bs_enus	60
		Essential Mentoring Techniques: Mentoring Fundamentals	mgmt_29_a01_bs_enus	60
	Facilitating Essentials			
		Challenges of Facilitating	mgmt_31_a03_bs_enus	60
		Facilitating Collaborative Processes	mgmt_31_a02_bs_enus	60
		Using Facilitation Skills as a Manager	mgmt_31_a01_bs_enus	60
	First Time Manager Essentials			
		First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
		First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
		First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
	Management Essentials			
		Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60
		Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
		Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
		Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
		Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
		Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
		Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
	Managing during Difficult Times			
		Communicating during Difficult Times	mgmt_25_a01_bs_enus	60
		Managing Attitudes during Difficult Times	mgmt_25_a03_bs_enus	60
		Managing Resources during Difficult Times	mgmt_25_a02_bs_enus	60
	Managing Experts			
		Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
		Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
	Managing Organizational Change			
		Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
		Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
		Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
		Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
	Managing Problem Performance			
		First Steps for Turning Around a Performance Problem	mgmt_34_a02_bs_enus	60
		Preventing Problem Performance	mgmt_34_a04_bs_enus	60
		Recognizing and Diagnosing Problem Performance	mgmt_34_a01_bs_enus	60
		Using Progressive Discipline to Correct Problem Performance	mgmt_34_a03_bs_enus	60
	Performance Appraisal Essentials			
		Performance Appraisal Essentials: 360-degree Appraisals	mgmt_17_a03_bs_enus	60
		Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus	60
		Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus	60
	Performance Management			
		Monitoring and Improving Performance	mgmt_37_a02_bs_enus	60
		Planning for Performance	mgmt_37_a01_bs_enus	60
		Reviewing and Rewarding Performance	mgmt_37_a03_bs_enus	60

		Strategies for Successful Employee On-boarding		
		Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus	60
		Strategies for Successful Employee Onboarding: Assessing Program Success	mgmt_24_a03_bs_enus	60
		Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus	60
	Talent Management Essentials			
		Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
		Talent Management: Basics	mgmt_18_a01_bs_enus	60
		Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
		Talent Management: Planning	mgmt_18_a02_bs_enus	60
		Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
	Technical Management Essentials			
		Managing Technical Professionals	mgmt_19_a03_bs_enus	60
		Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
		Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
	Thinking like a CFO			
		Thinking Like a CFO: Making Financial Decisions	mgmt_30_a02_bs_enus	60
		Thinking Like a CFO: Managing Risk	mgmt_30_a04_bs_enus	60
		Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a01_bs_enus	60
		Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a03_bs_enus	60
	Workforce Generations			
		Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
		Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
		Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus	0
Marketing Curriculum				
	Competitive Marketing Strategies			
		Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
		Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
		Competitive Marketing Strategies: Selecting and Implementing Strategies	mkt_02_a03_bs_enus	60
	Marketing Essentials			
		Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
		Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
		Marketing Essentials: Place	mkt_01_a04_bs_enus	60
		Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
		Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
		Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
	Strategic Brand Management			
		Brand Management for Social Media and Wireless Technologies	mkt_03_a04_bs_enus	60
		Building Lasting Customer-brand Relationships	mkt_03_a01_bs_enus	60
		Developing a Brand Internally	mkt_03_a02_bs_enus	60
		Global Brand Management	mkt_03_a03_bs_enus	60
Operations Curriculum				
	Fundamentals of Lean for Business Organizations			
		Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
		Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
		Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
		Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60
		Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60

		Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60
	Managing Customer-Driven Process Improvement			
		Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a05_bs_enus	60
		Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus	60
		Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a03_bs_enus	60
		Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus	60
		Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a06_bs_enus	60
		Customer-driven Process Improvement: Implementing and Maintaining Improvements	oper_22_a07_bs_enus	60
		Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus	60
	Operations Management			
		Operations and Supply Chain Management	oper_21_a03_bs_enus	60
		Operations Management and the Organization	oper_21_a01_bs_enus	60
		Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
		Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
		Operations Management: Inventory Management	oper_21_a04_bs_enus	60
		Operations Management: Management of Quality	oper_21_a07_bs_enus	60
		Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
		Operations Management: Product and Service Management	oper_21_a02_bs_enus	60
	Purchasing and Vendor Management Essentials			
		Evaluating Supplier Performance and Managing Supplier Relationships	oper_23_a04_bs_enus	60
		Fundamentals of Purchasing and Vendor Management	oper_23_a01_bs_enus	60
		Purchasing: Finding Sources of Supply	oper_23_a02_bs_enus	60
		Selecting Suppliers and Administering Contracts	oper_23_a03_bs_enus	60
Personal Development Curriculum				
	Building and Maintaining Trust			
		Building Trust	pd_15_a01_bs_enus	60
		Rebuilding Trust	pd_15_a02_bs_enus	60
	Business Ethics			
		Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
		Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
		Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
	Campus to Corporate			
		Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
		Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
	Critical Thinking Essentials			
		Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
		Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60
	Dealing with Organizational Change			
		Embracing Organizational Change	pd_13_a03_bs_enus	60
		Preparing for Organizational Change	pd_13_a02_bs_enus	60
		Understanding Organizational Change	pd_13_a01_bs_enus	60
	Decisiveness			
		Developing Character for Decisiveness	pd_27_a01_bs_enus	60
		Overcoming the Barriers to Decisiveness	pd_27_a02_bs_enus	60
	Diversity on the Job			
		Diversity on the Job: Diversity and You	pd_07_a02_bs_enus	60
		Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus	60

		Effective Time Management		
		Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60
		Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
		Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
		Generating Creative & Innovative Ideas		
		Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
		Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
		Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
		Interviewing Strategies for the Interviewee		
		Making a Positive Impression in an Internal Interview	pd_21_a02_bs_enus	60
		Preparing for an Internal Interview	pd_21_a01_bs_enus	60
		Living and Working Abroad in the United States		
		American Work Culture and Values	pd_19_a01_bs_enus	60
		Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
		Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
		Succeeding in the American Workplace	pd_19_a04_bs_enus	60
		Managing Your Career		
		Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
		Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
		Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
		Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
		Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60
		Optimizing Your Work/Life Balance		
		Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
		Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
		Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
		Peer Relationships		
		Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
		Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
		The Value of Peer Relationships	pd_17_a01_bs_enus	60
		Performance under Pressure		
		Developing the Right Attitude for Performing under Pressure	pd_24_a01_bs_enus	60
		Performing with Others under Pressure	pd_24_a03_bs_enus	60
		Taking Action for Performing under Pressure	pd_24_a02_bs_enus	60
		Perseverance and Resilence		
		Achieving Goals through Perseverance and Resilience	pd_26_a02_bs_enus	60
		Bouncing Back with Perseverance and Resilience	pd_26_a03_bs_enus	60
		Developing Character for Perseverance and Resilience	pd_26_a01_bs_enus	60
		Personal Productivity Improvement		
		Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	pd_16_a03_bs_enus	60
		Personal Productivity Improvement: Managing Your Workspace	pd_16_a01_bs_enus	60
		Personal Productivity: Self-organization and Overcoming Procrastination	pd_16_a02_bs_enus	60
		Problem Solving and Decision-Making Strategies		
		Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
		Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
		Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
		Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60

		Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
		Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60
	Professionalism and Business Etiquette			
		Communicating with Professionalism and Etiquette	pd_25_a03_bs_enus	60
		Developing Your Reputation of Professionalism with Business Etiquette	pd_25_a01_bs_enus	60
		Professionalism, Business Etiquette, and Personal Accountability	pd_25_a02_bs_enus	60
		Using Business Etiquette to Build Professional Relationships	pd_25_a04_bs_enus	60
	Telecommuting and the Remote Employee			
		Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	60
		Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	60
	Writing Under Pressure			
		Writing under Pressure: Preparing for Success	pd_28_a01_bs_enus	60
		Writing under Pressure: The Writing Process	pd_28_a02_bs_enus	60
Project Management Curriculum				
	IT Project Management Essentials			
		IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus	60
		IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus	60
		IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus	60
		IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus	60
		IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus	60
		IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus	60
	Managing Software Project Outsourcing			
		Managing Software Project Outsourcing: Dealing with Risks	proj_18_a04_bs_enus	60
		Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a02_bs_enus	60
		Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	proj_18_a01_bs_enus	60
		Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a03_bs_enus	60
Sales Curriculum				
	Essential Selling Skills			
		Essential Selling Skills: Closing the Sale	sale_05_a03_bs_enus	60
		Essential Selling Skills: Mastering Cold Calling	sale_05_a01_bs_enus	60
		Essential Selling Skills: Qualifying Sales Prospects	sale_05_a02_bs_enus	60
	Negotiation Skills for Sales Professionals			
		Negotiation Skills for Sales Professionals: Preparing to Negotiate	sale_02_a01_bs_enus	60
		Negotiation Skills for Sales Professionals: Reaching Agreement	sale_02_a03_bs_enus	60
		Negotiation Skills for Sales Professionals: Value Exchange	sale_02_a02_bs_enus	60
	Sales Foundations			
		Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
		Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
		Introduction to Sales	sale_01_a01_bs_enus	60
		Preparing for Successful Sales	sale_01_a03_bs_enus	60
		Strategic Sales Planning	sale_01_a02_bs_enus	60
		Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
	Solution Selling			
		Solution Selling: Creating New Opportunities	sale_03_a03_bs_enus	60
		Solution Selling: Mastering the Essentials	sale_03_a01_bs_enus	60
		Solution Selling: Meeting an Active Need	sale_03_a02_bs_enus	60
Strategic Planning Curriculum				

		Business Law Essentials		
		Business Law and Ethics	stgy_07_a02_bs_enus	60
		Business Law and the Manager's Responsibilities	stgy_07_a03_bs_enus	60
		Business Law Basic Concepts	stgy_07_a01_bs_enus	60
		Developing Strategic Thinking Acumen		
		Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus	60
		Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus	60
		Using Strategic Thinking Skills	stgy_08_a03_bs_enus	60
		IT Strategy Essentials		
		IT Strategy Essentials: Business and IT Strategy Alignment	stgy_06_a01_bs_enus	60
		IT Strategy Essentials: Creating an IT Strategy Plan	stgy_06_a02_bs_enus	60
		IT Strategy Essentials: Implementing an IT Strategy	stgy_06_a03_bs_enus	60
		The Fundamentals of Globalization		
		Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus	60
		Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus	60
		The Fundamentals of Globalization: Strategies for Globalization	stgy_05_a03_bs_enus	60
		The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus	60
	Team Building Curriculum			
		Leading Teams		
		Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	60
		Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	60
		Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	60
		Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	60
		Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	60
		Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	60
		Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	60
		Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	60
		Optimizing Your Performance on a Team		
		Being an Effective Team Member	team_02_a01_bs_enus	60
		Effective Team Communication	team_02_a04_bs_enus	60
		Elements of a Cohesive Team	team_02_a03_bs_enus	60
		Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	60
		Using Feedback to Improve Team Performance	team_02_a05_bs_enus	60

Business Certifications

	ASQ (Six Sigma and CMQ/OE)			
		Six Sigma Black Belt Certification (SSBB)		
		Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enus	120
		Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enus	120
		Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enus	120
		Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enus	120
		Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus	90
		Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enus	120
		Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enus	120
		Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
		Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
		Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
		Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120

			Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
			Lean and Six Sigma	oper_11_a01_bs_enus	120
			Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
			Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
			Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
			Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
			Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
			Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
			Probability for Six Sigma	oper_15_a05_bs_enus	120
			Process Capability for Six Sigma	oper_15_a06_bs_enus	120
			Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
			Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
			Six Sigma Measurement Systems	oper_15_a03_bs_enus	120
			Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
			Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
			Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
			Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
			Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a04_bs_enus	120
			Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120
		Six Sigma Green Belt Certification (SSGB)		
			Basic Probability and Statistical Distributions in Six Sigma	oper_26_a02_bs_enus	90
			Basics of Six Sigma Project Management	oper_25_a03_bs_enus	90
			Creating and Using Control Charts in Six Sigma	oper_29_a02_bs_enus	120
			Cycle Time Reduction and Kaizen in Six Sigma	oper_28_a03_bs_enus	60
			Data Classification, Sampling, and Collection in Six Sigma	oper_26_a03_bs_enus	90
			Design for Six Sigma and FMEA	oper_24_a03_bs_enus	90
			Design of Experiments in Six Sigma	oper_28_a01_bs_enus	90
			Hypothesis Tests for Variances and Proportions in Six Sigma	oper_27_a03_bs_enus	113
			Introduction to Hypothesis Testing and Tests for Means in Six Sigma	oper_27_a02_bs_enus	116
			Lean Principles and Six Sigma Projects	oper_24_a02_bs_enus	131
			Lean Tools for Process Control in Six Sigma	oper_29_a03_bs_enus	60
			Measurement System Analysis in Six Sigma	oper_26_a05_bs_enus	89
			Mentoring Six Sigma Green Belt (SSGB)	mntcssgb	0
			Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	oper_27_a01_bs_enus	90
			Performance Metrics for Six Sigma	oper_25_a05_bs_enus	60
			Process and Performance Capability Measurement in Six Sigma	oper_26_a06_bs_enus	90
			Process Documentation and Analysis in Six Sigma	oper_26_a01_bs_enus	60
			Root Cause Analysis and Waste Elimination in Six Sigma	oper_28_a02_bs_enus	93
			Six Sigma and Organizational Goals	oper_24_a01_bs_enus	120
			Six Sigma Management and Planning Tools	oper_25_a04_bs_enus	90
			Six Sigma Project Identification	oper_25_a01_bs_enus	90
			Six Sigma Project Team Dynamics and Performance	oper_25_a06_bs_enus	90
			Statistical Process Control and Control Plans in Six Sigma	oper_29_a01_bs_enus	90
			Statistics and Graphical Presentation in Six Sigma	oper_26_a04_bs_enus	60
			TestPrep Six Sigma Green Belt (SSGB)	oper_ssgb_a02_tp_enus	240
			Voice of the Customer in Six Sigma	oper_25_a02_bs_enus	120
		Six Sigma Yellow Belt Certification (SSYB)		
			Basic Statistics for Six Sigma	oper_32_a01_bs_enus	67
			Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma	oper_33_a03_bs_enus	90
			Control Tools and Documentation in Six Sigma	oper_34_a02_bs_enus	60
			Data Types and Data Collection in Six Sigma	oper_32_a02_bs_enus	90

		Identifying Six Sigma Projects	oper_31_a01_bs_enus	90
		Lean Tools and FMEA in Six Sigma	oper_33_a01_bs_enus	60
		Mentoring Six Sigma Yellow Belt (SSYB)	mntcssyb	0
		Six Sigma and Lean Foundations and Principles	oper_30_a01_bs_enus	90
		Six Sigma and Measurement System Analysis	oper_32_a03_bs_enus	60
		Six Sigma Data Analysis and Root Cause Analysis	oper_33_a02_bs_enus	60
		Six Sigma Improvement Techniques	oper_34_a01_bs_enus	73
		Six Sigma Metrics	oper_30_a04_bs_enus	60
		Six Sigma Project Management Basics	oper_31_a02_bs_enus	90
		Six Sigma Quality Tools	oper_30_a03_bs_enus	60
		Six Sigma Team Basics, Roles, and Responsibilities	oper_30_a02_bs_enus	90
Human Resource Certification Institute (HRCI)				
	Professional in Human Resources (PHR)			
		Business Management and Strategy: HR and the Strategic Planning Process	hr_10_a02_bs_enus	60
		Business Management and Strategy: HR Functions and Roles	hr_10_a03_bs_enus	60
		Business Management and Strategy: The HR Function and Business Environment	hr_10_a01_bs_enus	60
		Compensation and Benefits: Managing Policies, Programs, and Activities	hr_13_a02_bs_enus	30
		Compensation and Benefits: Organizational Responsibilities	hr_13_a03_bs_enus	60
		Compensation and Benefits: Regulations, Strategies, and Needs Assessment	hr_13_a01_bs_enus	90
		Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	hr_14_a02_bs_enus	60
		Employee and Labor Relations: Employment Regulations and Organizational Programs	hr_14_a01_bs_enus	90
		Employee and Labor Relations: Unions and Collective Bargaining	hr_14_a03_bs_enus	90
		Human Resource Development: Employee Training	hr_12_a02_bs_enus	60
		Human Resource Development: Performance Appraisal and Talent Management	hr_12_a03_bs_enus	60
		Human Resource Development: Regulations and Organizational Development	hr_12_a01_bs_enus	90
		Human Resources Core Knowledge: Functions and Activities	hr_09_a02_bs_enus	60
		Human Resources Core Knowledge: Skills, Concepts, and Tools	hr_09_a01_bs_enus	60
		Risk Management: Organizational Risk and Safety and Health Legislation	hr_15_a01_bs_enus	90
		Risk Management: Workplace Safety, Security, and Privacy	hr_15_a02_bs_enus	60
		Workforce Planning and Employment: Employment Legislation	hr_11_a01_bs_enus	60
		Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	hr_11_a04_bs_enus	90
		Workforce Planning and Employment: Recruitment Strategies	hr_11_a02_bs_enus	60
		Workforce Planning and Employment: Sourcing and Selecting Candidates	hr_11_a03_bs_enus	90
	Senior Professional in Human Resources (SPHR)			
		Business Management and Strategy: HR and the Strategic Planning Process	hr_10_a02_bs_enus	60
		Business Management and Strategy: HR Functions and Roles	hr_10_a03_bs_enus	60
		Business Management and Strategy: The HR Function and Business Environment	hr_10_a01_bs_enus	60
		Compensation and Benefits: Managing Policies, Programs, and Activities	hr_13_a02_bs_enus	30
		Compensation and Benefits: Organizational Responsibilities	hr_13_a03_bs_enus	60
		Compensation and Benefits: Regulations, Strategies, and Needs Assessment	hr_13_a01_bs_enus	90
		Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	hr_14_a02_bs_enus	60
		Employee and Labor Relations: Employment Regulations and Organizational Programs	hr_14_a01_bs_enus	90
		Employee and Labor Relations: Unions and Collective Bargaining	hr_14_a03_bs_enus	90
		Human Resource Development: Employee Training	hr_12_a02_bs_enus	60
		Human Resource Development: Performance Appraisal and Talent Management	hr_12_a03_bs_enus	60
		Human Resource Development: Regulations and Organizational Development	hr_12_a01_bs_enus	90
		Human Resources Core Knowledge: Functions and Activities	hr_09_a02_bs_enus	60
		Human Resources Core Knowledge: Skills, Concepts, and Tools	hr_09_a01_bs_enus	60
		Risk Management: Organizational Risk and Safety and Health Legislation	hr_15_a01_bs_enus	90
		Risk Management: Workplace Safety, Security, and Privacy	hr_15_a02_bs_enus	60
		Strategic HR for SPHR Exam Candidates Part I	hr_16_a01_bs_enus	90

		Strategic HR for SPHR Exam Candidates Part II	hr_16_a02_bs_enus	90
		Workforce Planning and Employment: Employment Legislation	hr_11_a01_bs_enus	60
		Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	hr_11_a04_bs_enus	90
		Workforce Planning and Employment: Recruitment Strategies	hr_11_a02_bs_enus	60
		Workforce Planning and Employment: Sourcing and Selecting Candidates	hr_11_a03_bs_enus	90
	International Institute of Business Analysis (IIBA)			
		Certified Business Analysis Professional (CBAP®)		
		Activities and Tools Used for Business Analysis	ib_cbcp_a02_it_enus	120
		Analytical Techniques Used for Business Analysis	ib_cbcp_a01_it_enus	120
		Business Analysis and RADD: Design Definition	ib_cbap_a07_it_enus	60
		Business Analysis and RADD: Requirements Definition	ib_cbap_a06_it_enus	60
		Business Analysis and Requirements Life Cycle Management	ib_cbap_a04_it_enus	60
		Business Analysis and Solution Evaluation	ib_cbap_a08_it_enus	60
		Business Analysis and Strategy Analysis	ib_cbap_a05_it_enus	60
		Business Analysis Competencies: Personal Skills	ib_cbbp_a01_it_enus	60
		Business Analysis Competencies: Professional Effectiveness	ib_cbbp_a02_it_enus	60
		Business Analysis Elicitation and Collaboration	ib_cbap_a03_it_enus	90
		Business Analysis Perspectives	ib_cbbp_a03_it_enus	120
		Business Analysis Planning and Monitoring	ib_cbap_a02_it_enus	90
		Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
		Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
		Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
		Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
		Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180
		Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
		Documentation and Criteria Used for Business Analysis	ib_cbcp_a03_it_enus	60
		Introduction to Business Analysis	ib_cbap_a01_it_enus	60
		Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
		Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
		Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150
	ITIL®			
		ITIL® Foundation for Service Management		
		ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus	90
		ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus	60
		ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus	150
		ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus	120
		ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus	150
		ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus	90
		ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus	150
		Mentoring ITIL Foundation	mntitv3f	0
		TestPrep ITIL Foundation	ib_itlv_a01_tp_enus	60
		ITIL® Intermediate Level: Operational Support and Analysis		
		ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enus	90
		ITIL® 2011 Edition OSA: Incident Management Interactions	ib_iosb_a04_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Access Management	ib_iosb_a09_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Event Management	ib_iosb_a02_it_enus	210
		ITIL® 2011 Edition OSA: Introduction to Functions	ib_iosb_a12_it_enus	150
		ITIL® 2011 Edition OSA: Introduction to Incident Management	ib_iosb_a03_it_enus	150

		ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib_iosb_a01_it_enus	90
		ITIL® 2011 Edition OSA: Introduction to Problem Management	ib_iosb_a07_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib_iosb_a05_it_enus	120
		ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib_iosb_a10_it_enus	120
		ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib_iosb_a08_it_enus	150
		ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosb_a06_it_enus	150
		ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib_iosb_a11_it_enus	90
		ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib_iosb_a14_it_enus	150
PRINCE2®				
	PRINCE2® Certification			
		Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus	120
		Mentoring PRINCE2: Foundation	mntprince2f	0
		Mentoring PRINCE2: Practitioner	mntprince2p	0
		Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus	60
		PRINCE2® Practitioner Exam Information	prin_prac_a01_bs_enus	60
		Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus	120
		Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus	90
		Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus	90
		Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus	90
		TestPrep PRINCE2®: Foundation	ib_prin_a01_tp_enus	60
Project Management Institute (PMI)				
	Certified Associate in Project Management (CAPM) - PMBOK® Guide - Fifth Edition-aligned			
		Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enus	60
		Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	60
		Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	90
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
		Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enus	90
		Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enus	120
		Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enus	120
		Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	90
		Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enus	120
		Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	90
		Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	120
		Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enus	90
		Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	120
		Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enus	120
		Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	120
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed	mntcapm5ed	0
		Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enus	90
		Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	120
		Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enus	120
		Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enus	120
		Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	120
		Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enus	120
		Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enus	90
		Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enus	90
		Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enus	120
		Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enus	120
		Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enus	90
		Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enus	120

		Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enus	90
		Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enus	120
		TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed	pm_capm_a02_tp_enus	180
		The Role of Ethics in Project Management	proj_15_a01_bs_enus	90
	PMI-Agile Certified Practitioner (PMI-ACP)			
		Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enus	120
		Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enus	120
		Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enus	90
		Agile Project Management Essentials	ib_pmag_a01_it_enus	120
		An Overview of Agile Methodologies	ib_pmag_a03_it_enus	90
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
		Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enus	120
		Kanban Fundamentals: Using Kanban in IT and Software Development	sd_kafu_a01_it_enus	210
		Leading an Agile Team	ib_pmag_a08_it_enus	120
		Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enus	120
		Overview of the Scrum Development Process	ib_pmag_a04_it_enus	120
		Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enus	150
	Project Management Professional (PMP) - PMBOK® Guide - Fifth Edition-aligned			
		Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enus	60
		Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	60
		Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	90
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
		Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enus	90
		Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enus	120
		Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enus	120
		Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	90
		Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enus	120
		Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	90
		Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	120
		Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enus	90
		Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	120
		Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enus	120
		Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	120
		Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned	mntpmp5ed	0
		Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enus	90
		Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	120
		Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enus	120
		Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enus	120
		Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	120
		Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enus	120
		Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enus	90
		Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enus	90
		Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enus	120
		Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enus	120
		Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enus	90
		Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enus	120
		Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enus	90
		Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enus	120
		TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)	pm_proj_a05_tp_enus	240
		TestPrep Project Management Professional PMBOK 5th Ed (valid until 12Jan2016)	pm_proj_a04_tp_enus	240
		The Role of Ethics in Project Management	proj_15_a01_bs_enus	90

ScrumAlliance				
	Certified ScrumMaster (CSM)			
		Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enus	120
		Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enus	120
		Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enus	90
		Agile Project Management Essentials	ib_pmag_a01_it_enus	120
		Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enus	120
		Leading an Agile Team	ib_pmag_a08_it_enus	120
		Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enus	120
		Overview of the Scrum Development Process	ib_pmag_a04_it_enus	120
		Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enus	150
Society for Human Resource Management (SHRM)				
	SHRM Certified Professional (SHRM-CP)			
		HR Competencies: Business Acumen and Relationship Management	hr_17_a02_bs_enus	60
		HR Competencies: Consultation and Critical Evaluation	hr_17_a03_bs_enus	60
		HR Competencies: Global and Cultural Effectiveness and Communication	hr_17_a04_bs_enus	60
		HR Competencies: Leadership and Ethical Practice	hr_17_a01_bs_enus	60
		Human Resource Strategy Management: Business and HR Strategy	hr_21_a02_bs_enus	60
		Human Resource Strategy Management: Strategic Planning	hr_21_a01_bs_enus	60
		Management of People: Employee Engagement	hr_18_a02_bs_enus	74
		Management of People: Learning and Development	hr_18_a03_bs_enus	90
		Management of People: Talent Acquisition and Retention	hr_18_a01_bs_enus	90
		Management of People: Total Rewards	hr_18_a04_bs_enus	60
		Organization and HR: Employee Relations	hr_19_a04_bs_enus	120
		Organization and HR: Organizational Effectiveness and Development	hr_19_a02_bs_enus	60
		Organization and HR: Structure of the HR Function	hr_19_a01_bs_enus	60
		Organization and HR: Workforce Management and Using Technology and Data	hr_19_a03_bs_enus	90
		Workplace Management: Corporate Social Responsibility	hr_20_a03_bs_enus	90
		Workplace Management: Employment Laws and Regulations	hr_20_a04_bs_enus	90
		Workplace Management: Global HR, Diversity, and Inclusion	hr_20_a01_bs_enus	90
		Workplace Management: Risk Management	hr_20_a02_bs_enus	60
	SHRM Senior Certified Professional (SHRM-SCP)			
		Advanced HR Management: Competencies for Senior HR Professionals Part I	hr_22_a01_bs_enus	60
		Advanced HR Management: Competencies for Senior HR Professionals Part II	hr_22_a02_bs_enus	60
		Advanced Human Resources Management: People and Organization	hr_22_a03_bs_enus	120
		Advanced Human Resources Management: Workplace and HR Strategy	hr_22_a04_bs_enus	60
		HR Competencies: Business Acumen and Relationship Management	hr_17_a02_bs_enus	60
		HR Competencies: Consultation and Critical Evaluation	hr_17_a03_bs_enus	60
		HR Competencies: Global and Cultural Effectiveness and Communication	hr_17_a04_bs_enus	60
		HR Competencies: Leadership and Ethical Practice	hr_17_a01_bs_enus	60
		Human Resource Strategy Management: Business and HR Strategy	hr_21_a02_bs_enus	60
		Human Resource Strategy Management: Strategic Planning	hr_21_a01_bs_enus	60
		Management of People: Employee Engagement	hr_18_a02_bs_enus	74
		Management of People: Learning and Development	hr_18_a03_bs_enus	90
		Management of People: Talent Acquisition and Retention	hr_18_a01_bs_enus	90
		Management of People: Total Rewards	hr_18_a04_bs_enus	60
		Organization and HR: Employee Relations	hr_19_a04_bs_enus	120
		Organization and HR: Organizational Effectiveness and Development	hr_19_a02_bs_enus	60
		Organization and HR: Structure of the HR Function	hr_19_a01_bs_enus	60
		Organization and HR: Workforce Management and Using Technology and Data	hr_19_a03_bs_enus	90

			Workplace Management: Corporate Social Responsibility	hr_20_a03_bs_enus	90
			Workplace Management: Employment Laws and Regulations	hr_20_a04_bs_enus	90
			Workplace Management: Global HR, Diversity, and Inclusion	hr_20_a01_bs_enus	90
			Workplace Management: Risk Management	hr_20_a02_bs_enus	60

Business Exploration Series

Business Impact Series

Call Center

			Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	6
			Aligning Performance to Key Indicators	_pc_bi_ctbi007	6
			Converting a Call Center to a Profit Center	_pc_bi_ctbi001	6
			Creating an Effective On-hold Message	_pc_bi_ctbi008	6
			Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	6
			Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	6
			Managing Your Call Center More Efficiently	_pc_bi_ctbi002	6
			Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	6
			Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	6
			The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	6

Finance and Accounting

			Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	6
			Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	6
			Deconstructing the Balance Sheet	_pc_bi_fabi010	6
			Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
			Outsourcing Financial Activities	_pc_bi_fabi001	6
			Recession: How it Affects Business	_pc_bi_fabi008	6
			Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
			The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	6
			Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	6
			What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	6

Human Resources

			Aligning Recruitment to Job Requirements	_pc_bi_hrbi001	6
			Communicating Properly during Layoffs	_pc_bi_hrbi005	6
			Conducting Interviews: Asking the Right Questions	_pc_bi_hrbi014	6
			Creating a Compelling Job Description	_pc_bi_hrbi015	6
			Fringe Benefits: Maintaining a Competitive Hiring Advantage	_pc_bi_hrbi004	6
			Guarding Against Interviewing Biases	_pc_bi_hrbi003	6
			Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
			Managing Workplace Stress	_pc_bi_hrbi006	6
			Reframing Negative Situations	_pc_bi_hrbi008	6
			Underperforming Employee – Now What?	_pc_bi_hrbi010	6
			Understanding Workplace Diversity	_pc_bi_hrbi002	6

Leadership

			Building Trust Incrementally	_pc_bi_lsbi004	6
			Communicating a Shared Vision	_pc_bi_lsbi001	6
			Developing the Next Generation	_pc_bi_lsbi007	6
			Executing Innovation	_pc_bi_lsbi016	6
			Fostering a Business Execution Culture	_pc_bi_lsbi008	6
			Influencing Key Decision Makers	_pc_bi_lsbi015	6
			Inspiring Your Team	_pc_bi_lsbi010	6
			Involving Employees in Corporate Change	_pc_bi_lsbi011	6

		Knowing When to Take Leadership Risks	_pc_bi_lsbi006	6
		Leading Outside the Organization	_pc_bi_lsbi005	6
		Leading Teams through Change	_pc_bi_lsbi003	6
		Making Meetings Work	_pc_bi_pfbi018	6
		Returning to Core Competencies	_pc_bi_lsbi014	6
		Succession Planning	_pc_bi_lsbi002	6
		The Art of Effective Coaching	_pc_bi_lsbi018	6
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
		Wanted - Innovation Leaders	_pc_bi_lsbi013	6
	Management			
		Communicating Organizational Change	_pc_bi_mgbi015	6
		Communicating with a Cross-cultural Audience	_pc_bi_pfbi020	6
		Confrontation: What's the Best Approach	_pc_bi_mgbi009	6
		Delegating Appropriate Tasks	_pc_bi_mgbi007	6
		Developing Adaptable Managers	_pc_bi_mgbi013	6
		Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgbi010	6
		Making Meetings Work	_pc_bi_pfbi018	6
		Managing an Aging Workforce	_pc_bi_mgbi005	6
		Managing Communications in a Virtual Team	_pc_bi_mgbi001	6
		Managing Expatriates' Career Development	_pc_bi_mgbi011	6
		Managing Fairly	_pc_bi_mgbi016	6
		Managing the Stress of Organizational Change	_pc_bi_mgbi004	6
		Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
		Performance Dashboard or Scorecard?	_pc_bi_mgbi012	6
		Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	6
		Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	6
		The Art of Effective Coaching	_pc_bi_lsbi018	6
		Understanding the Motives of Millennials	_pc_bi_mgbi014	6
		Using Conflict to an Organization's Advantage	_pc_bi_mgbi002	6
	Professional Foundations			
		Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	6
		Are You Listening to Your Customers?	_pc_bi_ssbi001	6
		Beyond Change: Working with Agility	_pc_bi_pabi009	6
		Blame Backfires--Conquer Negative Thinking	_pc_bi_pfbi003	6
		Broadening Your Learning Horizons	_pc_bi_pabi013	6
		Building Trust Incrementally	_pc_bi_lsbi004	6
		Communicating with a Cross-cultural Audience	_pc_bi_pfbi020	6
		Conquering Career Stagnation	_pc_bi_pfbi019	6
		Coping with Aggressive Behavior in the Workplace	_pc_bi_pabi008	6
		Coping with Information Overload	_pc_bi_pfbi002	6
		Criticism in Context	_pc_bi_pfbi016	6
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfbi011	6
		Do You Share Your Organization's Values?	_pc_bi_pabi006	6
		Effective Body Language in Negotiations	_pc_bi_pfbi013	6
		Effective Critical Analysis of Business Reports	_pc_bi_pfbi004	6
		Facilitating Work-related Conflict Discussions	_pc_bi_pfbi015	6
		Handling Difficult Questions as a Presenter	_pc_bi_pabi007	6
		How High Is Your EQ?	_pc_bi_pfbi009	6
		Listening to Improve Conversation	_pc_bi_pabi001	6
		Listening to Your Customers	_pc_bi_spbi002	6
		Making Meetings Work	_pc_bi_pfbi018	6

		Making Yourself Approachable	_pc_bi_pabi011	6
		Managing Projects with No Direct Authority	_pc_bi_pmbi001	6
		Managing Scope on a Project	_pc_bi_pmbi004	6
		Managing the Stress of Organizational Change	_pc_bi_mgbi004	6
		Mediating Project Team Conflict	_pc_bi_pfbi006	6
		Peer Political Styles	_pc_bi_pabi010	6
		Perseverance: Flexibility in Action	_pc_bi_pabi004	6
		Personal Conflict Styles	_pc_bi_pabi002	6
		Planning for Interruptions Helps with Procrastination	_pc_bi_pfbi014	6
		Playing the Devil's Advocate in Decision Making	_pc_bi_pfbi005	6
		Preparing for Your Performance Appraisal	_pc_bi_pfbi017	6
		Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	6
		Rebuilding Trust	_pc_bi_pabi005	6
		Safe Small Talk	_pc_bi_pfbi012	6
		Selling to Key Players	_pc_bi_spbi001	6
		Support Your Leader	_pc_bi_pfbi010	6
		The Dangers of Multitasking	_pc_bi_pabi003	12
		The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	6
		The Importance of Flexibility in the Workplace	_pc_bi_pfbi007	6
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
		When Too Many Meetings Are Just Too Much	_pc_bi_pfbi008	6
		Writing for Business	_pc_bi_pabi012	6
	Project Management			
		Addressing Stakeholder Conflicts	_pc_bi_pmbi008	6
		Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	6
		Controlling Project Cost	_pc_bi_pmbi010	6
		Ensuring Management Buy-in on a Project	_pc_bi_pmbi002	6
		Managing Conflict in Project Teams	_pc_bi_pmbi003	6
		Managing Projects with No Direct Authority	_pc_bi_pmbi001	6
		Managing Scope on a Project	_pc_bi_pmbi004	6
		Managing Vendor Relationships	_pc_bi_pmbi006	6
		Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi009	6
		Weighing the Costs of Project Change	_pc_bi_pmbi005	6
	Sales			
		Appealing to Prospects	_pc_bi_sabi012	6
		Building Momentum in Discovery Meetings	_pc_bi_sabi011	12
		Building Profitable Customer Relationships	_pc_bi_spbi017	6
		Communicating a High-impact Business Case	_pc_bi_sabi019	12
		Connecting Customers and Solutions	_pc_bi_sabi008	6
		Connecting the Dots: Insightful Account Management	_pc_bi_sabi016	6
		Dealing with Negotiation Challenges	_pc_bi_sabi009	6
		Dealing with Questions, Objections, and Resistance	_pc_bi_sabi005	6
		Designing Products to Fit the Channel	_pc_bi_spbi005	6
		Don't Only Go for the Big Fish	_pc_bi_spbi009	6
		Educating and Collaborating with Customers	_pc_bi_sabi006	6
		Effective Cold Calling	_pc_bi_sabi007	6
		Get it Together: Organizing Your Sales Approach	_pc_bi_sabi002	6
		Getting Your Head around Pipeline Management	_pc_bi_sabi013	6
		Listening to Your Customers	_pc_bi_spbi002	6
		Making the Cold Call	_pc_bi_sabi020	12
		Managing Implementation Problems	_pc_bi_sabi010	6

		Overcoming Resistance to Coaching	_pc_bi_sabi021	6
		Planning for Effective Selling	_pc_bi_spbi004	6
		Presentations That Get People Talking	_pc_bi_sabi003	6
		Prompting Action through Focused Communication	_pc_bi_sabi014	6
		Regaining Your Customer's Trust	_pc_bi_sabi015	6
		Responding to Bad News	_pc_bi_sabi018	6
		Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	6
		Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	6
		Selling to Key Players	_pc_bi_spbi001	6
		Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	6
		Talking about the Competition	_pc_bi_sabi017	6
		Talking Value with Your Customers	_pc_bi_sabi004	6
		The Angry Caller: What's Your Plan?	_pc_bi_spbi016	6
		The Ethics of Gift Giving	_pc_bi_spbi014	6
		The Etiquette of Cross-cultural Gift Giving	_pc_bi_spbi015	6
		Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	6
		Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	12
		Using Web Analytics to Increase Sales	_pc_bi_spbi012	6
	Six Sigma			
		A Critical-to-quality Tree - What's That?	_pc_bi_ssbi006	6
		Are You Listening to Your Customers?	_pc_bi_ssbi001	6
		Basic Measurement Concepts in Six Sigma	_pc_bi_ssbi007	6
		Five Steps to Perfection: Implementing Lean	_pc_bi_ssbi009	6
		Lean Inbound Transportation	_pc_bi_ssbi004	6
		Quick Wins in Six Sigma Implementation	_pc_bi_ssbi002	6
		Six Sigma Versus TQM	_pc_bi_ssbi003	6
		Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssbi010	6
Challenge Series				
	Call Center			
		Creating a Customer-focused Organization	_pc_ch_lach020	15
	Finance and Accounting			
		Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
	Human Resources			
		Attracting and Retaining Talent	_pc_ch_lach021	15
		Hiring a New Employee	_pc_ch_lach028	15
		Making the Move Into Management	_pc_ch_lach029	15
	IT Security			
		Applying Security Best Practices to a Physical Environment	_pc_ch_isch001	24
	Leadership			
		Attracting and Retaining Talent	_pc_ch_lach021	15
		Building and Leading Teams	_pc_ch_lach023	15
		Building Upward Relationships	_pc_ch_lach039	15
		Coaching	_pc_ch_lach024	15
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Coping with Accusations in the Workplace	_pc_ch_lsch003	18
		Crafting an Organizational Vision	_pc_ch_lach040	15
		Critical Thinking	_pc_ch_lach025	15
		Delivering Bad News Effectively	_pc_ch_lach033	15
		Developing a Business Execution Culture	_pc_ch_lach001	15

		Dispute Resolution in International Contracts	_pc_ch_lsch005	12
		Ethics, Integrity, and Trust	_pc_ch_lach005	15
		Evaluating Globalization Opportunities	_pc_ch_lach019	15
		Hiring Strategic Thinkers	_pc_ch_lach011	15
		Increasing Competitiveness through Collaboration	_pc_ch_lsch006	12
		Influence and Persuasion	_pc_ch_lach016	15
		Leader as Motivator	_pc_ch_lach008	15
		Leading Change	_pc_ch_lach004	15
		Leading Innovation	_pc_ch_lach010	15
		Motivating Human Behavior	_pc_ch_lsch002	30
		Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
		Promoting Creative Thinking	_pc_ch_lach035	15
		Recognizing Natural Leaders	_pc_ch_lsch001	18
		Succession Planning and Management Programs	_pc_ch_lsch004	12
		Surviving the Talent Crunch	_pc_ch_lsch007	12
		The Emotionally Intelligent Leader	_pc_ch_lach014	15
	Management			
		Attracting and Retaining Talent	_pc_ch_lach021	15
		Building Upward Relationships	_pc_ch_lach039	15
		Coaching	_pc_ch_lach024	15
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Delivering Bad News Effectively	_pc_ch_lach033	15
		Developing Employees through Delegation	_pc_ch_lach017	15
		Developing People	_pc_ch_lach013	15
		Employee Dismissal	_pc_ch_lach038	15
		Employee Engagement	_pc_ch_mgch006	24
		Giving Appropriate Feedback	_pc_ch_lach006	15
		Hiring a New Employee	_pc_ch_lach028	15
		Making the Move Into Management	_pc_ch_lach029	15
		Managing Conflict	_pc_ch_lach009	15
		Managing Diversity	_pc_ch_lach015	15
		Managing Goals	_pc_ch_lach027	15
		Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15
		Managing Performance	_pc_ch_lach002	15
		Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
		Power and Politics in Matrixed Teams	_pc_ch_mgch002	15
	Professional Foundations			
		Acting Decisively	_pc_ch_lach034	15
		Asserting Yourself in the Workplace	_pc_ch_pach016	15
		Building and Managing Upward Relationships	_pc_ch_pach008	15
		Building Better Relationships through Understanding	_pc_ch_pach017	15
		Building Peer Relationships	_pc_ch_pach019	15
		Choosing the Right Team Culture	_pc_ch_pfch006	12
		Conflict: Avoid, Confront, or Delay?	_pc_ch_pach004	15
		Coping with Conflicting Priorities	_pc_ch_pach005	15
		Creating Work/Life Balance	_pc_ch_lach036	15
		Creativity: Developing and Communicating Ideas	_pc_ch_pach025	15
		Critical Thinking	_pc_ch_lach025	15
		Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
		Developing Organizational Agility	_pc_ch_pach024	15
		Developing Your Career	_pc_ch_lach037	15

		Developing Your Customer Focus	_pc_ch_pach009	15
		Effective Listening	_pc_ch_lach030	15
		Emotional Intelligence at Work	_pc_ch_pach014	15
		Exploring Self-development	_pc_ch_pach023	15
		Getting Ready to Present	_pc_ch_pach018	15
		Getting Time under Control	_pc_ch_pach021	15
		Giving Feedback to Coworkers	_pc_ch_pach006	15
		Listening with Skill	_pc_ch_pach002	15
		Managing Goals	_pc_ch_lach027	15
		Meeting Team Performance Challenges	_pc_ch_pach010	15
		Negotiating Contract Terms	_pc_ch_pach001	15
		Office Politics – What Will You Do?	_pc_ch_pfch004	15
		Persevering through Setbacks	_pc_ch_pach011	15
		Planning Your Career	_pc_ch_pach013	15
		Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003	15
		Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	21
		Setting and Managing Priorities	_pc_ch_lach018	15
		Setting Goals	_pc_ch_pach007	15
		Targeting Personal Learning	_pc_ch_pach022	15
		The Ethics Enigma	_pc_ch_pach020	15
		The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15
		Written Communication	_pc_ch_pach015	15
	Project Management			
		Project Management Essentials	_pc_ch_lach041	15
		Supporting Project Managers	_pc_ch_lach042	15
		Uncovering the Root Problem	_pc_ch_lach003	15
	Sales			
		Aligning Your Business Case to Customer Priorities	_pc_ch_sach018	15
		Communicating Your Company's Value	_pc_ch_sach004	15
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Crafting Sales Strategies	_pc_ch_spch002	12
		Demonstrating Business Acumen	_pc_ch_sach013	15
		Effective Sales Coaching	_pc_ch_sach020	15
		Gaining Access through Cold Calls	_pc_ch_sach019	15
		Getting Organized to Meet Your Sales Goals	_pc_ch_sach002	15
		Initiating Discovery Meetings	_pc_ch_sach001	15
		Making Contact: Access Strategies	_pc_ch_sach007	15
		Managing a Sales Pipeline	_pc_ch_sach012	15
		Negotiating with Your Customer	_pc_ch_sach009	15
		Performance Payout Plans	_pc_ch_spch004	21
		Preparing to Implement Solutions	_pc_ch_sach010	15
		Prospecting Strategically	_pc_ch_sach011	15
		Responding to News of a Lost Sale	_pc_ch_sach017	15
		Selling with Trust	_pc_ch_sach014	15
		The Proof Is in the Proposal	_pc_ch_sach003	15
		Turning Obstacles into Opportunities	_pc_ch_sach005	15
		Turning Potential Customers into Allies	_pc_ch_sach008	15
		Using Competitive Selling Skills	_pc_ch_sach016	15
		Using Customer Knowledge to Advance Sales	_pc_ch_sach006	15
		Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
	Six Sigma			

		Does Your Business Really Need Six Sigma?	_pc_ch_ssch001	21
		Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssch002	21

Business Skills Curricula

Administrative Support Curriculum

Essential Skills for Administrative Support Professionals

		Administrative Professionals: Common Administrative Support Tasks	ad_01_a02_bs_enus	60
		Administrative Professionals: Interacting with Others	ad_01_a04_bs_enus	60
		Administrative Professionals: Maximizing Your Relationship with Your Boss	ad_01_a03_bs_enus	60
		Administrative Professionals: Putting Your Best Foot Forward	ad_01_a05_bs_enus	60

Business Analysis Curriculum

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

		Business Analysis Requirements Elicitation	ib_buap_a04_it_enus	120
		Business Analysis Requirements Management and Communication	ib_buap_a05_it_enus	120
		Business Analysis: Enterprise Analysis	ib_buap_a06_it_enus	150
		Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus	150
		Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus	180
		Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus	120
		Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned	ib_buap_a01_fe_enus	252
		Introduction to Business Analysis and Essential Competencies	ib_buap_a01_it_enus	120
		Introduction to Business Analysis Planning	ib_buap_a02_it_enus	150
		Planning Business Analysis Communication and Monitoring	ib_buap_a03_it_enus	150

BABOK® v3: Business Analysis Competencies

		Business Analysis Competencies: Personal Skills	ib_cbbp_a01_it_enus	60
		Business Analysis Competencies: Professional Effectiveness	ib_cbbp_a02_it_enus	60
		Business Analysis Perspectives	ib_cbbp_a03_it_enus	120

BABOK® v3: Business Analysis Key Concepts

		Business Analysis and RADD: Design Definition	ib_cbap_a07_it_enus	60
		Business Analysis and RADD: Requirements Definition	ib_cbap_a06_it_enus	60
		Business Analysis and Requirements Life Cycle Management	ib_cbap_a04_it_enus	60
		Business Analysis and Solution Evaluation	ib_cbap_a08_it_enus	60
		Business Analysis and Strategy Analysis	ib_cbap_a05_it_enus	60
		Business Analysis Elicitation and Collaboration	ib_cbap_a03_it_enus	90
		Business Analysis Planning and Monitoring	ib_cbap_a02_it_enus	90
		Introduction to Business Analysis	ib_cbap_a01_it_enus	60

BABOK® v3: Business Analysis Techniques

		Activities and Tools Used for Business Analysis	ib_cbcp_a02_it_enus	120
		Analytical Techniques Used for Business Analysis	ib_cbcp_a01_it_enus	120
		Documentation and Criteria Used for Business Analysis	ib_cbcp_a03_it_enus	60

Communication Curriculum

Anger Management Essentials

		Anger Management Essentials: Managing and Controlling Anger	comm_30_a02_bs_enus	60
		Anger Management Essentials: Understanding Anger	comm_30_a01_bs_enus	60

Basic Presentation Skills

		Basic Presentation Skills: Creating a Presentation	comm_33_a02_bs_enus	60
		Basic Presentation Skills: Delivering a Presentation	comm_33_a03_bs_enus	60
		Basic Presentation Skills: Planning a Presentation	comm_33_a01_bs_enus	60
		Handling Difficult Questions as a Presenter	_pc_bi_pabi007	6

Business Grammar Basics				
	Business Grammar: Common Usage Errors	comm_20_a06_bs_enus	60
	Business Grammar: Parts of Speech	comm_20_a01_bs_enus	60
	Business Grammar: Punctuation	comm_20_a04_bs_enus	60
	Business Grammar: Sentence Construction	comm_20_a05_bs_enus	60
	Business Grammar: The Mechanics of Writing	comm_20_a03_bs_enus	60
	Business Grammar: Working with Words	comm_20_a02_bs_enus	60
	Final Exam: Business Grammar Basics	comm_20_a01_fe_enus	72
Business Writing Basics				
	Business Writing: Editing and Proofreading	comm_19_a03_bs_enus	60
	Business Writing: How to Write Clearly and Concisely	comm_19_a02_bs_enus	60
	Business Writing: Know Your Readers and Your Purpose	comm_19_a01_bs_enus	60
	Final Exam: Business Writing Basics	comm_19_a01_fe_enus	36
	Writing for Business	_pc_bi_pabi012	6
	Written Communication	_pc_ch_pach015	15
Communicate with Diplomacy and Tact				
	Delivering a Difficult Message with Diplomacy and Tact	comm_34_a03_bs_enus	60
	Strategies for Communicating with Tact and Diplomacy	comm_34_a02_bs_enus	60
	The Impact of Situation and Style when Communicating with Diplomacy and Tact	comm_34_a01_bs_enus	60
Communicating Effectively with the 'C' Level				
	Preparing to Communicate Effectively at the 'C' Level	comm_31_a01_bs_enus	60
	Techniques for Communicating Effectively with Senior Executives	comm_31_a02_bs_enus	60
Communicating with Impact				
	Being a Receptive Communication Partner	comm_35_a03_bs_enus	30
	Communication Challenges: Navigating Choppy Waters	comm_35_a04_bs_enus	25
	Communication Methods that Make Sense – and Make Your Point	comm_35_a02_bs_enus	30
	Interpersonal Communication that Builds Trust	comm_35_a01_bs_enus	30
Constructive Feedback				
	Delivering Feedback	comm_44_a02_bs_enus	23
	Feedback and Its Vital Role in the Workplace	comm_44_a01_bs_enus	29
	Making Feedback a Regular Occurrence	comm_44_a04_bs_enus	24
	Receiving Feedback	comm_44_a03_bs_enus	20
Constructive Feedback and Criticism				
	Criticism in Context	_pc_bi_pfbi016	6
	Giving Appropriate Feedback	_pc_ch_lach006	15
	Giving Constructive Criticism	comm_29_a02_bs_enus	60
	Giving Feedback	comm_29_a01_bs_enus	60
	Giving Feedback to Coworkers	_pc_ch_pach006	15
	Receiving Feedback and Criticism	comm_29_a03_bs_enus	60
Developing Your Emotional Intelligence				
	Emotional Intelligence: Applying EI at Work	comm_41_a04_bs_enus	30
	Emotional Intelligence: Being Aware of the Emotions of Others	comm_41_a03_bs_enus	33
	Emotional Intelligence: Building Self-Management Skills	comm_41_a02_bs_enus	31
	Emotional Intelligence: Owning Your Emotions	comm_41_a01_bs_enus	34
E-mail Essentials for Business				
	Addressing and Redistributing E-mail	comm_17_a02_bs_enus	60
	Final Exam: E-mail Essentials for Business	comm_17_a01_fe_enus	36
	Managing Your E-mail	comm_17_a03_bs_enus	60

		Using E-mail and Instant Messaging Effectively	comm_17_a01_bs_enus	60
	Emotional Intelligence Essentials			
		Emotional Intelligence at Work	_pc_ch_pach014	15
		How High Is Your EQ?	_pc_bi_pfbi009	6
		Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm_25_a02_bs_enus	60
		Using Emotional Intelligence on the Job	comm_25_a03_bs_enus	60
		What is Emotional Intelligence?	comm_25_a01_bs_enus	60
	Fundamentals of Cross Cultural Communication			
		Communicating Across Cultures	comm_26_a02_bs_enus	60
		Communicating with a Cross-cultural Audience	_pc_bi_pfbi020	6
		Culture and Its Effect on Communication	comm_26_a01_bs_enus	60
		Dispute Resolution in International Contracts	_pc_ch_lsch005	12
		Improving Communication in Cross-cultural Relationships	comm_26_a03_bs_enus	60
	Fundamentals of Working with Difficult People			
		Blame Backfires--Conquer Negative Thinking	_pc_bi_pfbi003	6
		Coping with Aggressive Behavior in the Workplace	_pc_bi_pabi008	6
		Reacting to Co-workers Who Try Taking Advantage	_pc_ch_pfch003	21
		Working with Difficult People: Dealing with Micromanagers	comm_23_a07_bs_enus	60
		Working with Difficult People: How to Work with Aggressive People	comm_23_a02_bs_enus	60
		Working with Difficult People: How to Work with Manipulative People	comm_23_a05_bs_enus	60
		Working with Difficult People: How to Work with Negative People	comm_23_a03_bs_enus	60
		Working with Difficult People: How to Work with Procrastinators	comm_23_a04_bs_enus	60
		Working with Difficult People: How to Work with Self-serving People	comm_23_a06_bs_enus	60
		Working with Difficult People: Identifying Difficult People	comm_23_a01_bs_enus	60
	Getting Results without Direct Authority			
		Getting Results without Direct Authority: Building Relationships and Credibility	comm_27_a01_bs_enus	60
		Getting Results without Direct Authority: Influencing Your Boss	comm_27_a04_bs_enus	60
		Getting Results without Direct Authority: Persuasive Communication	comm_27_a02_bs_enus	60
		Getting Results without Direct Authority: Reciprocity	comm_27_a03_bs_enus	60
		Influence and Persuasion	_pc_ch_lach016	15
		Influencing Key Decision Makers	_pc_bi_lsbi015	6
	How to Succeed in Listening			
		Active Listening Skills for Professionals	comm_43_a03_bs_enus	30
		Be a Better Listener	comm_43_a01_bs_enus	28
		Mastering Active Listening in the Workplace	comm_43_a04_bs_enus	34
		Roadblocks to Excellent Listening	comm_43_a02_bs_enus	28
	How to Write an Effective Internal Business Case			
		Preparing a Business Case	comm_01_a01_bs_enus	150
		Presenting Your Case	comm_01_a03_bs_enus	150
		Writing a Business Case	comm_01_a02_bs_enus	150
	Interpersonal Communication			
		Asserting Yourself in the Workplace	_pc_ch_pach016	15
		Final Exam: Interpersonal Communication	comm_21_a01_fe_enus	54
		Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus	60
		Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus	60
		Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus	60
		Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus	60
		Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus	60
		Making Yourself Approachable	_pc_bi_pabi011	6

		Issue-focused Negotiation		
		Issue-focused Negotiation: Are You Ready?	comm_40_a01_bs_enus	30
		Reaching a Negotiated Agreement	comm_40_a03_bs_enus	30
		Tailoring Your Negotiating Approach	_pc_ch_coch002	15
		You and Your Negotiating Counterpart	comm_40_a02_bs_enus	30
	Listening Essentials			
		Effective Listening	_pc_ch_lach030	15
		Final Exam: Listening Essentials	comm_28_a01_fe_enus	24
		Listening Essentials: Improving Your Listening Skills	comm_28_a02_bs_enus	60
		Listening Essentials: The Basics of Listening	comm_28_a01_bs_enus	60
		Listening with Skill	_pc_ch_pach002	15
	Negotiation Essentials			
		Effective Body Language in Negotiations	_pc_bi_pfbi013	6
		Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm_24_a05_bs_enus	60
		Negotiation Essentials: Communicating	comm_24_a03_bs_enus	60
		Negotiation Essentials: Persuading	comm_24_a04_bs_enus	60
		Negotiation Essentials: Planning for Negotiation	comm_24_a02_bs_enus	60
		Negotiation Essentials: What Is Negotiation?	comm_24_a01_bs_enus	60
		Vendor Negotiations: Choosing the Best Approach	_pc_ch_lach032	15
	Professional Networking Essentials			
		Professional Networking Essentials: Developing Confidence	comm_38_a02_bs_enus	60
		Professional Networking Essentials: Finding Opportunities To Make Connections	comm_38_a01_bs_enus	60
	Running Effective Business Meetings			
		Dealing with Common Meeting Problems	comm_32_a03_bs_enus	60
		Making Meetings Work	_pc_bi_pfbi018	6
		Managing Effective Business Meetings	comm_32_a02_bs_enus	60
		Managing Meetings for Productivity and Effectiveness	_pc_ch_lach031	15
		Preparing for Effective Business Meetings	comm_32_a01_bs_enus	60
		When Too Many Meetings Are Just Too Much	_pc_bi_pfbi008	6
	Telephone Essentials for Business			
		Essential Skills for Professional Telephone Calls	comm_18_a01_bs_enus	60
	Workplace Conflict			
		Adapting Your Conflict Style	comm_39_a03_bs_enus	30
		Conflict: Avoid, Confront, or Delay?	_pc_ch_pach004	15
		Confrontation: What's the Best Approach	_pc_bi_mgbi009	6
		Coping with Accusations in the Workplace	_pc_ch_lsch003	18
		Managing Conflict	_pc_ch_lach009	15
		Personal Conflict Styles	_pc_bi_pabi002	6
		Preventing Unhealthy Workplace Conflict	comm_39_a01_bs_enus	30
		Working Out and Through Conflict	comm_39_a02_bs_enus	30
		Workplace Conflict: Recognizing and Responding to Conflict	comm_22_a01_bs_enus	60
		Workplace Conflict: Strategies for Resolving Conflicts	comm_22_a02_bs_enus	60
	Writing Skills for Technical Professionals			
		Writing for Technical Professionals: Effective Writing Techniques	ib_wstp_a02_it_enus	120
		Writing for Technical Professionals: Preparation and Planning	ib_wstp_a01_it_enus	60
Customer Service Curriculum				
	Customer Advocacy			
		Customer Advocacy: Communicating to Build Trusting Customer Relationships	cust_11_a01_bs_enus	60

		Customer Advocacy: Enhancing the Customer Experience	cust_11_a02_bs_enus	60
		Customer Advocacy: Supporting Customer Advocacy	cust_11_a03_bs_enus	60
	Customer Focus			
		Creating a Customer-focused Organization	_pc_ch_lach020	15
		Creating and Sustaining a Customer-focused Organization	cust_10_a02_bs_enus	60
		Customer-focused Interaction	cust_10_a03_bs_enus	60
		Developing Your Customer Focus	_pc_ch_pach009	15
		Identifying and Managing Customer Expectations	cust_10_a01_bs_enus	60
		Listening to Your Customers	_pc_bi_spbi002	6
	Customer Service Fundamentals			
		Aligning Performance to Key Indicators	_pc_bi_ctbi007	6
		Customer Service Confrontation and Conflict	cust_09_a05_bs_enus	60
		Customer Service Fundamentals: Building Rapport in Customer Relationships	cust_09_a01_bs_enus	60
		Customer Service in the Field	cust_09_a02_bs_enus	60
		Customer Service over the Phone	cust_09_a03_bs_enus	60
		Internal Customer Service	cust_09_a04_bs_enus	60
		Shaping the Direction of Customer Service in Your Organization	cust_09_a06_bs_enus	60
		The Angry Caller: What's Your Plan?	_pc_bi_spbi016	6
	Customer Service Representative, Process			
		Customer Service Processes and Procedures	cust_08_a01_bs_enus	180
		Dealing with Irrational Customers and Escalating Complaints	cust_08_a04_bs_enus	120
		Quality in a Support Center	cust_08_a02_bs_enus	210
		Support Center Tools, Technologies and Metrics	cust_08_a03_bs_enus	180
	Customer Service Representative, Professionalism			
		Support Center Services and Work Environment	cust_06_a02_bs_enus	180
		Team and Customer Relationships	cust_06_a03_bs_enus	180
		The Customer Service Representative (CSR)	cust_06_a01_bs_enus	210
	Customer Service Representative, Skills			
		Communication Skills	cust_07_a02_bs_enus	210
		Conflict, Stress, and Time Management	cust_07_a03_bs_enus	210
		Customer Interactions	cust_07_a01_bs_enus	210
	Frontline Call Center Skills			
		Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010	6
		Creating an Effective On-hold Message	_pc_bi_ctbi008	6
		The Importance of Call Tracking and Ticketing	_pc_bi_ctbi003	6
	Inbound Call Center Management			
		Converting a Call Center to a Profit Center	_pc_bi_ctbi001	6
		Customer Service Training - The Interview and Beyond	_pc_bi_ctbi004	6
		Disaster Recovery - Keeping the Lines Open	_pc_bi_ctbi005	6
		Managing Your Call Center More Efficiently	_pc_bi_ctbi002	6
		Preventing Agent Absenteeism through Better Working Conditions	_pc_bi_ctbi006	6
		Prioritizing Rewards and Recognition in Call Centers	_pc_bi_ctbi011	6
	ITIL® 2011 Edition Foundation Syllabus			
		ITIL® 2011 Edition Foundation: Continual Service Improvement	ib_itlv_a09_it_enus	90
		ITIL® 2011 Edition Foundation: Introduction to Service Operation	ib_itlv_a07_it_enus	60
		ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus	90
		ITIL® 2011 Edition Foundation: Service Design Processes	ib_itlv_a05_it_enus	150
		ITIL® 2011 Edition Foundation: Service Operation Processes	ib_itlv_a08_it_enus	120

		ITIL® 2011 Edition Foundation: Service Strategy Fundamentals	ib_itlv_a02_it_enus	150
		ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus	90
		ITIL® 2011 Edition Foundation: Service Transition Processes and Policies	ib_itlv_a06_it_enus	150
	ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)			
		ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enus	90
		ITIL® 2011 Edition OSA: Incident Management Interactions	ib_iosb_a04_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Access Management	ib_iosb_a09_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Event Management	ib_iosb_a02_it_enus	210
		ITIL® 2011 Edition OSA: Introduction to Functions	ib_iosb_a12_it_enus	150
		ITIL® 2011 Edition OSA: Introduction to Incident Management	ib_iosb_a03_it_enus	150
		ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis	ib_iosb_a01_it_enus	90
		ITIL® 2011 Edition OSA: Introduction to Problem Management	ib_iosb_a07_it_enus	180
		ITIL® 2011 Edition OSA: Introduction to Request Fulfillment	ib_iosb_a05_it_enus	120
		ITIL® 2011 Edition OSA: Introduction to the Service Desk	ib_iosb_a10_it_enus	120
		ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	ib_iosb_a08_it_enus	150
		ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	ib_iosb_a06_it_enus	150
		ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	ib_iosb_a11_it_enus	90
		ITIL® 2011 Edition OSA: Technology and Implementation Considerations	ib_iosb_a14_it_enus	150
	ITIL® 2011 Edition Overview			
		ITIL® 2011 Edition Overview: Certification and Benefits	ib_ovvx_a03_it_enus	120
		ITIL® 2011 Edition Overview: Creating a Service Culture	ib_ovvx_a01_it_enus	120
		ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework	ib_ovvx_a02_it_enus	120
Finance and Accounting Curriculum				
	Accounting Fundamentals			
		Accounting for Companies' Stock Transactions and Dividends	fin_03_a09_bs_enus	60
		Accounting Transactions and Books of Account	fin_03_a04_bs_enus	60
		Basic Accounting Principles and Framework	fin_03_a01_bs_enus	60
		Deconstructing the Balance Sheet	_pc_bi_fabi010	6
		Final Exam: Accounting Fundamentals	fin_03_a01_fe_enus	108
		Outsourcing Financial Activities	_pc_bi_fabi001	6
		The Accounting Cycle and Accrual Accounting	fin_03_a03_bs_enus	60
		The Accounting Equation and Financial Statements	fin_03_a02_bs_enus	60
		The Balance Sheet	fin_03_a07_bs_enus	60
		The Cash Flow Statement	fin_03_a08_bs_enus	60
		The Income Statement	fin_03_a06_bs_enus	60
		Trial Balance & Adjusting Entries	fin_03_a05_bs_enus	60
	Auditing Essentials			
		Auditing for Cash and Inventories	fin_06_a04_bs_enus	60
		Auditing for Internal Control and Risk Assessment	fin_06_a02_bs_enus	60
		Auditing the Revenue Cycle	fin_06_a03_bs_enus	60
		Final Exam: Auditing Essentials	fin_06_a01_fe_enus	48
		Introduction to Auditing	fin_06_a01_bs_enus	60
		Using Audits to Help Prevent Business Fraud	_pc_bi_fabi002	6
	Budgeting Essentials			
		Final Exam: Budgeting Essentials	fin_05_a01_fe_enus	48
		Organizational Budgeting Activities and the Master Budget	fin_05_a01_bs_enus	60
		Planning and Preparing an Operating Budget	fin_05_a02_bs_enus	60
		Preparing Operating Budgets and the Cash Budget	fin_05_a03_bs_enus	60
		Using Budgets for Management and Control	fin_05_a04_bs_enus	60

		Capital Budgeting Essentials		
		Capital Budgeting: Capital Allocation	fin_07_a04_bs_enus	60
		Capital Budgeting: Discounted Payback Period and Profitability Index	fin_07_a03_bs_enus	60
		Capital Budgeting: Net Present Value and Internal Rate of Return	fin_07_a02_bs_enus	60
		Capital Budgeting: The Capital Budgeting Process	fin_07_a01_bs_enus	60
		Final Exam: Capital Budgeting Essentials	fin_07_a01_fe_enus	48
		Finance and Accounting Essentials for Non-financial Professionals		
		Analyzing Financial Statements for Non-financial Professionals	fin_02_a06_bs_enus	60
		Assessing Nonrecurring Items in Income Statements	_pc_bi_fabi009	6
		Attracting New Investors - Keeping Presentations Focused	_pc_bi_fabi004	6
		Cash Flow Management Essentials for Non-financial Professionals	fin_02_a02_bs_enus	60
		Financial Statements for Non-financial Professionals	fin_02_a05_bs_enus	60
		Increasing Cash Flow in Times of Need	_pc_bi_fabi003	6
		Principles of Accounting and Finance for Non-financial Professionals	fin_02_a01_bs_enus	60
		Recession: How it Affects Business	_pc_bi_fabi008	6
		Recognizing The Value of Intangible Assets	_pc_bi_fabi007	6
		The Essentials of Budgeting for Non–financial Professionals	fin_02_a04_bs_enus	60
		The Time Value of Money and Investment Decisions for Non-financial Professionals	fin_02_a03_bs_enus	60
		The Time Value of Money: Possible Pitfalls	_pc_bi_fabi011	6
		Using Financial Analysis for Credit Decisions	_pc_ch_lach012	15
		What's Your Gross Profit Margin Really Saying?	_pc_bi_fabi006	6
	Foundation Skills Curriculum			
		Basic Business Math		
		Basic Business Math: Averages and Equations	fnd_01_a03_bs_enus	60
		Basic Business Math: Charts and Graphs	fnd_01_a04_bs_enus	60
		Basic Business Math: Percentages and Ratios	fnd_01_a02_bs_enus	60
		Basic Business Math: Using Whole Numbers and Decimals	fnd_01_a01_bs_enus	60
	Global Banking and Financial Services Curriculum			
		Bank Branch Operations Management		
		Bank Branch Management: Branch Security & Fraud	fini_01_a06_bs_enus	60
		Bank Branch Management: Dealing with Operational and Credit Risks	fini_01_a04_bs_enus	60
		Bank Branch Management: Internal Controls and Banking Technology	fini_01_a05_bs_enus	60
		Bank Branch Management: Mortgage and Auto Loans	fini_01_a01_bs_enus	60
		Bank Branch Management: Payment and Settlement Systems	fini_01_a02_bs_enus	60
		Bank Branch Management: Teller Roles and Credit Card Operations	fini_01_a03_bs_enus	60
		Bank Risks and Capital Adequacy Planning		
		Basel Regulations and Capital Adequacy Requirements	fini_06_a01_bs_enus	60
		Capital Adequacy Planning Approaches	fini_06_a02_bs_enus	60
		Basel III and Liquidity Risk Management		
		Liquidity Risk Measurement, Monitoring, and Application of Standards	fini_08_a02_bs_enus	60
		Management and Supervision of Liquidity Risk	fini_08_a01_bs_enus	60
		Basel Regulations and Bank Risk Management		
		Basel II and Basel III: An Overview	fini_07_a01_bs_enus	60
		Basel Regulations and Operational Risk Management	fini_07_a06_bs_enus	60
		Data Maintenance and Oversight for IRB Systems	fini_07_a05_bs_enus	60
		IRB Approach for Corporate and Retail Exposures	fini_07_a03_bs_enus	60
		IRB Framework and Risk-rating System	fini_07_a02_bs_enus	60
		Operational Risk and Advanced Measurement Approach	fini_07_a07_bs_enus	60

		Operational Risk Identification, Assessment, and Quantification	fini_07_a08_bs_enus	60
		Operational Risk Management Framework, Process, and Applications	fini_07_a09_bs_enus	60
		Quantification of IRB Systems	fini_07_a04_bs_enus	60
	Commodity and Energy Markets, Futures, and Forwards			
		Commodity and Energy Markets and Derivatives	fini_02_a01_bs_enus	60
		Futures Fundamentals: Commodity, Equity, and Currency Futures	fini_02_a02_bs_enus	60
		Interest Rate Futures and Forward Rate Agreements	fini_02_a03_bs_enus	60
	Counterparty Credit Risk and Credit Rating			
		Credit Rating Systems and Capital Reserves	fini_09_a04_bs_enus	60
		Derivative Contracts: Futures, Forwards, Swaps, and Options	fini_09_a01_bs_enus	60
		Measuring Credit Risk of Derivative Contracts	fini_09_a02_bs_enus	60
		Mitigating Credit Risk	fini_09_a03_bs_enus	60
	Credit Derivative Instruments			
		Classical Credit Derivatives and Total Return Swaps	fini_11_a02_bs_enus	60
		Credit Default Swaps and Credit Spread Options	fini_11_a05_bs_enus	60
		Credit Derivatives and Credit Risk	fini_11_a01_bs_enus	60
		Credit Derivatives Applications	fini_11_a06_bs_enus	60
		Credit Derivatives: Pricing and Operational Issues	fini_11_a07_bs_enus	60
		Credit Derivatives: Regulatory, Legal, and Taxation Issues	fini_11_a08_bs_enus	60
		Credit-linked and Repackaged Notes	fini_11_a04_bs_enus	60
		Securitization and Asset-backed Securities	fini_11_a03_bs_enus	60
	Credit Risk Analysis			
		Credit Analysis and Loan Pricing and Regulations	fini_10_a01_bs_enus	30
		Financial Analysis for Credit Risk Determination	fini_10_a02_bs_enus	60
		Nonfinancial Credit and Asset Analysis	fini_10_a03_bs_enus	60
		Problem Loans and Risk Analysis for Common Loans	fini_10_a04_bs_enus	30
		Risk Analysis for Specialized Loans	fini_10_a05_bs_enus	60
	Global Banking Supervision and Anti-Money Laundering Regulations			
		Anti-money Laundering and Global Initiatives	fini_05_a04_bs_enus	60
		Anti-money Laundering and Regulatory Framework	fini_05_a05_bs_enus	30
		Banking Supervision and Corporate Governance	fini_05_a01_bs_enus	60
		Internal Control and Audits in Banks	fini_05_a02_bs_enus	60
		Special Banking Risks and their Management	fini_05_a03_bs_enus	60
	Insurance Concepts, Types, and Annuities			
		Insurance Basics, Underwriting, and Actuarial Practices	fini_03_a01_bs_enus	60
		Life, Health, and General Insurance	fini_03_a02_bs_enus	120
		Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities	fini_03_a03_bs_enus	90
	Mutual Fund Concepts, Portfolio Management, and Regulations			
		Mutual Funds: Basic Concepts, Structure, and Types	fini_04_a01_bs_enus	60
		Mutual Funds: Performance Evaluation and Regulations	fini_04_a03_bs_enus	60
		Mutual Funds: Portfolio Management and Accounting	fini_04_a02_bs_enus	30
Human Resources Curriculum				
	Business Management and Strategy (HRCI: PHR/SPHR-aligned)			
		Business Management and Strategy: HR and the Strategic Planning Process	hr_10_a02_bs_enus	60
		Business Management and Strategy: HR Functions and Roles	hr_10_a03_bs_enus	60
		Business Management and Strategy: The HR Function and Business Environment	hr_10_a01_bs_enus	60
		Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)	hr_10_a01_fe_enus	36
	Compensation and Benefits (HRCI: PHR/SPHR-aligned)			

		Compensation and Benefits: Managing Policies, Programs, and Activities	hr_13_a02_bs_enus	30
		Compensation and Benefits: Organizational Responsibilities	hr_13_a03_bs_enus	60
		Compensation and Benefits: Regulations, Strategies, and Needs Assessment	hr_13_a01_bs_enus	90
		Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)	hr_13_a01_fe_enus	36
	Employee and Labor Relations (HRCI: PHR/SPHR-aligned)			
		Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution	hr_14_a02_bs_enus	60
		Employee and Labor Relations: Employment Regulations and Organizational Programs	hr_14_a01_bs_enus	90
		Employee and Labor Relations: Unions and Collective Bargaining	hr_14_a03_bs_enus	90
		Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)	hr_14_a01_fe_enus	48
	Essentials of Interviewing and Hiring			
		Conducting Interviews: Asking the Right Questions	_pc_bi_hrbi014	6
		Creating a Compelling Job Description	_pc_bi_hrbi015	6
		Essentials of Interviewing and Hiring: Behavioral Interview Techniques	hr_06_a04_bs_enus	60
		Essentials of Interviewing and Hiring: Conducting an Effective Interview	hr_06_a03_bs_enus	60
		Essentials of Interviewing and Hiring: Preparing to Interview	hr_06_a02_bs_enus	60
		Essentials of Interviewing and Hiring: Screening Applicants for Interviewing	hr_06_a01_bs_enus	60
		Essentials of Interviewing and Hiring: Selecting the Right Candidate	hr_06_a05_bs_enus	60
		Final Exam: Essentials of Interviewing and Hiring	hr_06_a01_fe_enus	60
		Guarding Against Interviewing Biases	_pc_bi_hrbi003	6
		Hiring a New Employee	_pc_ch_lach028	15
		Hiring Strategic Thinkers	_pc_ch_lach011	15
	Human Resource Development (HRCI: PHR/SPHR-aligned)			
		Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	hr_12_a01_fe_enus	42
		Human Resource Development: Employee Training	hr_12_a02_bs_enus	60
		Human Resource Development: Performance Appraisal and Talent Management	hr_12_a03_bs_enus	60
		Human Resource Development: Regulations and Organizational Development	hr_12_a01_bs_enus	90
	Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)			
		Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)	hr_09_a01_fe_enus	24
		Human Resources Core Knowledge: Functions and Activities	hr_09_a02_bs_enus	60
		Human Resources Core Knowledge: Skills, Concepts, and Tools	hr_09_a01_bs_enus	60
	Organizational Behavior			
		Final Exam: Organizational Behavior	hr_08_a01_fe_enus	60
		Fundamentals of Organizational Behavior for the Individual	hr_08_a01_bs_enus	60
		Fundamentals of Organizations – Groups	hr_08_a02_bs_enus	60
		Organizational Behavior: Dynamics of a Positive Organizational Culture	hr_08_a05_bs_enus	60
		Organizational Structure and Employee Behavior	hr_08_a04_bs_enus	60
		Understanding Organizational Power and Politics	hr_08_a03_bs_enus	60
	Recruiting and Retention Strategies			
		Aligning Recruitment to Job Requirements	_pc_bi_hrbi001	6
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfbi011	6
		Final Exam: Recruiting and Retention Strategies	hr_05_a01_fe_enus	48
		Fringe Benefits: Maintaining a Competitive Hiring Advantage	_pc_bi_hrbi004	6
		Preventing High Turnover Rates: How to Keep The Best	_pc_bi_mgbi008	6
		Recruiting Talent	hr_05_a01_bs_enus	120
		Retaining Your Talent Pool	hr_05_a02_bs_enus	120
		Surviving the Talent Crunch	_pc_ch_lsch007	12
	Risk Management (HRCI: PHR/SPHR-aligned)			
		Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)	hr_15_a01_fe_enus	30
		Risk Management: Organizational Risk and Safety and Health Legislation	hr_15_a01_bs_enus	90

		Risk Management: Workplace Safety, Security, and Privacy	hr_15_a02_bs_enus	60
	SHRM- SCP: HRM for Senior HR Professionals			
		Advanced HR Management: Competencies for Senior HR Professionals Part I	hr_22_a01_bs_enus	60
		Advanced HR Management: Competencies for Senior HR Professionals Part II	hr_22_a02_bs_enus	60
		Advanced Human Resources Management: People and Organization	hr_22_a03_bs_enus	120
		Advanced Human Resources Management: Workplace and HR Strategy	hr_22_a04_bs_enus	60
	SHRM-CP/SCP: Workplace Management and HR			
		Workplace Management: Corporate Social Responsibility	hr_20_a03_bs_enus	90
		Workplace Management: Employment Laws and Regulations	hr_20_a04_bs_enus	90
		Workplace Management: Global HR, Diversity, and Inclusion	hr_20_a01_bs_enus	90
		Workplace Management: Risk Management	hr_20_a02_bs_enus	60
	SHRM-CP/SCP: HR Competencies			
		HR Competencies: Business Acumen and Relationship Management	hr_17_a02_bs_enus	60
		HR Competencies: Consultation and Critical Evaluation	hr_17_a03_bs_enus	60
		HR Competencies: Global and Cultural Effectiveness and Communication	hr_17_a04_bs_enus	60
		HR Competencies: Leadership and Ethical Practice	hr_17_a01_bs_enus	60
	SHRM-CP/SCP: HR Strategy Management			
		Human Resource Strategy Management: Business and HR Strategy	hr_21_a02_bs_enus	60
		Human Resource Strategy Management: Strategic Planning	hr_21_a01_bs_enus	60
	SHRM-CP/SCP: Management of People			
		Management of People: Employee Engagement	hr_18_a02_bs_enus	74
		Management of People: Learning and Development	hr_18_a03_bs_enus	90
		Management of People: Talent Acquisition and Retention	hr_18_a01_bs_enus	90
		Management of People: Total Rewards	hr_18_a04_bs_enus	60
	SHRM-CP/SCP: Organization and the HR Function			
		Organization and HR: Employee Relations	hr_19_a04_bs_enus	120
		Organization and HR: Organizational Effectiveness and Development	hr_19_a02_bs_enus	60
		Organization and HR: Structure of the HR Function	hr_19_a01_bs_enus	60
		Organization and HR: Workforce Management and Using Technology and Data	hr_19_a03_bs_enus	90
	Strategic Human Resource Management (HRCI: SPHR-aligned)			
		Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)	hr_16_a01_fe_enus	36
		Strategic HR for SPHR Exam Candidates Part I	hr_16_a01_bs_enus	90
		Strategic HR for SPHR Exam Candidates Part II	hr_16_a02_bs_enus	90
	The role of HR as a Business Partner			
		Final Exam: The role of HR as a Business Partner	hr_07_a01_fe_enus	48
		HR as Business Partner: From Cost Center to Strategic Partner	hr_07_a01_bs_enus	60
		HR as Business Partner: Linking HR Functions with Organizational Goals	hr_07_a02_bs_enus	60
		HR as Business Partner: Managing Talent for Organizational Success	hr_07_a03_bs_enus	60
		HR as Business Partner: Using Metrics and Designing Strategic Initiatives	hr_07_a04_bs_enus	60
	Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)			
		Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)	hr_11_a01_fe_enus	60
		Workforce Planning and Employment: Employment Legislation	hr_11_a01_bs_enus	60
		Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies	hr_11_a04_bs_enus	90
		Workforce Planning and Employment: Recruitment Strategies	hr_11_a02_bs_enus	60
		Workforce Planning and Employment: Sourcing and Selecting Candidates	hr_11_a03_bs_enus	90
Industry Foundations Curriculum				
	Industry Overviews				

		The Aerospace & Defense Industry Overview: Version 2	indo_01_a27_bs_enus	60
		The Agriculture Industry Overview: Version 4	indo_01_a31_bs_enus	90
		The Automotive Industry Overview: Version 4	indo_01_a29_bs_enus	60
		The Banking Industry Overview: Version 4	indo_01_a14_bs_enus	60
		The Biotechnology Industry Overview: Version 2	indo_01_a28_bs_enus	60
		The Broadcasting & Entertainment Industry Overview: Version 2	indo_01_a24_bs_enus	60
		The Capital Markets Industry Overview: Version 2	indo_01_a25_bs_enus	60
		The Chemicals Industry Overview: Version 2	indo_01_a23_bs_enus	60
		The Consumer Electronics Industry Overview: Version 2	indo_01_a26_bs_enus	60
		The Education Industry Overview: Version 2	indo_01_a21_bs_enus	60
		The Federal Government Industry Overview: Version 4	indo_01_a20_bs_enus	60
		The Food and Beverage Industry Overview: Version 4	indo_01_a30_bs_enus	60
		The Health Care Industry Overview: Version 4	indo_01_a12_bs_enus	60
		The Information Technology Industry Overview: Version 4	indo_01_a19_bs_enus	60
		The Insurance Industry Overview: Version 4	indo_01_a13_bs_enus	60
		The Manufacturing Industry Overview: Version 4	indo_01_a17_bs_enus	60
		The Oil and Gas Industry Overview: Version 4	indo_01_a15_bs_enus	60
		The Pharmaceutical Industry Overview: Version 5	indo_01_a18_bs_enus	60
		The Retail Industry Overview: Version 4	indo_01_a16_bs_enus	60
		The Telecommunications Industry Overview: Version 4	indo_01_a11_bs_enus	60
		The Utilities Industry Overview: Version 2	indo_01_a22_bs_enus	60
Leadership Curriculum				
	Creating a Positive Work Environment			
		Creating and Maintaining a Positive Work Environment	lead_07_a01_bs_enus	60
	Developing a Culture of Learning			
		Developing Learning Practices	lead_08_a03_bs_enus	60
		Establishing the Conditions for a Learning Culture	lead_08_a02_bs_enus	60
		Evaluating and Sustaining Organizational Learning	lead_08_a04_bs_enus	60
		Fundamentals of Organizational Learning	lead_08_a01_bs_enus	60
	Effective Succession Planning			
		Effective Succession Planning: Determining a Talent Pool for Key Positions	lead_09_a02_bs_enus	60
		Implementing and Assessing a Succession Planning Program	lead_09_a03_bs_enus	60
		Initiating Succession Planning	lead_09_a01_bs_enus	60
		Succession Planning	_pc_bi_lsbi002	6
		Succession Planning and Management Programs	_pc_ch_lsch004	12
	Employee Engagement			
		Maintaining an Engaging Organization	lead_06_a02_bs_enus	60
		The Benefits and Challenges of Engaging Employees	lead_06_a01_bs_enus	60
	Leadership Essentials			
		Communicating a Shared Vision	_pc_bi_lsbi001	6
		Crafting an Organizational Vision	_pc_ch_lach040	15
		Developing a Business Execution Culture	_pc_ch_lach001	15
		Knowing When to Take Leadership Risks	_pc_bi_lsbi006	6
		Leader as Motivator	_pc_ch_lach008	15
		Leadership Essentials: Building Your Influence as a Leader	lead_05_a03_bs_enus	60
		Leadership Essentials: Communicating Vision	lead_05_a02_bs_enus	60
		Leadership Essentials: Creating Your Own Leadership Development Plan	lead_05_a08_bs_enus	60
		Leadership Essentials: Leading Business Execution	lead_05_a05_bs_enus	60
		Leadership Essentials: Leading Change	lead_05_a07_bs_enus	60

		Leadership Essentials: Leading Innovation	lead_05_a06_bs_enus	60
		Leadership Essentials: Leading with Emotional Intelligence	lead_05_a04_bs_enus	60
		Leadership Essentials: Motivating Employees	lead_05_a01_bs_enus	60
		Leading Change	_pc_ch_lach004	15
		Leading Innovation	_pc_ch_lach010	15
		Leading Outside the Organization	_pc_bi_lsbi005	6
		Leading Teams through Change	_pc_bi_lsbi003	6
		Motivating Human Behavior	_pc_ch_lsch002	30
		The Emotionally Intelligent Leader	_pc_ch_lach014	15
		Wanted - Innovation Leaders	_pc_bi_lsbi013	6
	Leading Organizational Change			
		Implementing and Sustaining Change	pe_02_a03_bs_enus	30
		Instituting a Quality Improvement Program	_pc_ch_pech002	15
		Planning for Change	pe_02_a02_bs_enus	30
		The Keys to Sustainable Change	pe_02_a01_bs_enus	30
	Making Cross-Functional Teams Work			
		Cross-functional Team Fundamentals	lead_10_a01_bs_enus	60
		Facilitating Work-related Conflict Discussions	_pc_bi_pfbi015	6
		Key Strategies for Managing Cross-functional Teams	lead_10_a02_bs_enus	60
		Managing Internal Dynamics in a Cross-functional Team	lead_10_a03_bs_enus	60
		Mediating Project Team Conflict	_pc_bi_pfbi006	6
		Using Conflict to an Organization's Advantage	_pc_bi_mgbi002	6
	Setting and Managing Organizational Priorities			
		Do You Share Your Organization's Values?	_pc_bi_pabi006	6
		Setting and Managing Priorities within the Organization: Communication	lead_11_a04_bs_enus	60
		Setting and Managing Priorities within the Organization: Deciphering Priorities	lead_11_a02_bs_enus	60
		Setting and Managing Priorities within the Organization: Mission and Goals	lead_11_a01_bs_enus	60
		Setting and Managing Priorities within the Organization: Motivation	lead_11_a03_bs_enus	60
	The Voice of Leadership			
		The Voice of Leadership: Effective Leadership Communication Strategies	lead_13_a03_bs_enus	60
		The Voice of Leadership: Inspirational Leadership	lead_13_a01_bs_enus	60
		The Voice of Leadership: Self-assessment and Motivation	lead_13_a02_bs_enus	60
		The Voice of Leadership: The Power of Leadership Messaging	lead_13_a04_bs_enus	60
Management Curriculum				
	Advanced Management Skills			
		Managing for Rapid Change and Uncertainty	mgmt_23_a03_bs_enus	60
		Building Upward Relationships	_pc_ch_lach039	15
		Cross-functional Strategic Management	mgmt_23_a02_bs_enus	60
		Delivering Bad News Effectively	_pc_ch_lach033	15
		Developing a High-performance Organization	mgmt_23_a01_bs_enus	60
		Developing Adaptable Managers	_pc_bi_mgbi013	6
		Employee Engagement	_pc_ch_mgch006	24
		Managing Experienced Managers	mgmt_23_a06_bs_enus	60
		Managing High Performers	mgmt_23_a04_bs_enus	60
		Managing New Managers	mgmt_23_a05_bs_enus	60
	Business Coaching Essentials			
		Business Coaching: Building the Coaching Relationship	mgmt_14_a03_bs_enus	60
		Business Coaching: Conducting Coaching Sessions	mgmt_14_a02_bs_enus	60
		Business Coaching: Getting Ready to Coach	mgmt_14_a01_bs_enus	60

		Business Coaching: Using Different Coaching Styles	mgmt_14_a04_bs_enus	60
		Coaching	_pc_ch_lach024	15
		The Art of Effective Coaching	_pc_bi_lsbi018	6
	Business Execution			
		Business Execution: Crafting a Business Strategy that Executes	mgmt_28_a02_bs_enus	60
		Business Execution: Linking Strategy to People and Operations	mgmt_28_a03_bs_enus	60
		Business Execution: Monitoring and Evaluating Initiatives	mgmt_28_a04_bs_enus	60
		Business Execution: Understanding the Fundamentals	mgmt_28_a01_bs_enus	60
		Fostering a Business Execution Culture	_pc_bi_lsbi008	6
		Performance Dashboard or Scorecard?	_pc_bi_mgbi012	6
	Coaching for Results			
		Beginning Your Coaching Engagement	mgmt_38_a01_bs_enus	35
		Coaching Techniques that Drive Change	mgmt_38_a02_bs_enus	25
		Coaching to Drive Performance	mgmt_38_a03_bs_enus	25
		Coaching to Shift Perceptions	_pc_ch_mgch007	15
	Delegation Essentials			
		Delegating Appropriate Tasks	_pc_bi_mgbi007	6
		Delegation Essentials: An Introduction to Delegating	mgmt_27_a01_bs_enus	60
		Delegation Essentials: Overcoming Delegation Problems	mgmt_27_a03_bs_enus	60
		Delegation Essentials: The Delegation Process	mgmt_27_a02_bs_enus	60
		Developing Employees through Delegation	_pc_ch_lach017	15
	Difficult Conversations			
		Handling Difficult Conversations Effectively	mgmt_36_a03_bs_enus	60
		Having a Difficult Conversation	mgmt_36_a02_bs_enus	60
		Preparing for a Difficult Conversation	mgmt_36_a01_bs_enus	60
	Dismissing an Employee			
		Managing the Dismissal of an Employee	mgmt_26_a02_bs_enus	60
		Preparing to Dismiss an Employee	mgmt_26_a01_bs_enus	60
	Effective Delegation			
		Achieve Your Objectives through Effective Delegation	mgmt_39_a01_bs_enus	30
		Successful Delegation: Supervise and Encourage	mgmt_39_a03_bs_enus	30
		The Delegation Process	mgmt_39_a02_bs_enus	30
		Use Delegation to Develop Your Team	mgmt_39_a04_bs_enus	30
	Effectively Managing Top Performers			
		Engaging Top Performers	mgmt_33_a01_bs_enus	60
		Overcoming Challenges of Managing Top Performers	mgmt_33_a03_bs_enus	60
		Retaining Top Performers	mgmt_33_a02_bs_enus	60
	Essential Mentoring Techniques			
		Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships	mgmt_29_a03_bs_enus	60
		Essential Mentoring Techniques: Designing and Initiating Mentoring Programs	mgmt_29_a02_bs_enus	60
		Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program	mgmt_29_a04_bs_enus	60
		Essential Mentoring Techniques: Mentoring Fundamentals	mgmt_29_a01_bs_enus	60
	Essentials of Facilitating			
		Challenges of Facilitating	mgmt_31_a03_bs_enus	60
		Facilitating Collaborative Processes	mgmt_31_a02_bs_enus	60
		Using Facilitation Skills as a Manager	mgmt_31_a01_bs_enus	60
	Essentials of Managing Technical Professionals			
		Managing Technical Professionals	mgmt_19_a03_bs_enus	60

Strategies for Transitioning to Technical Management	mgmt_19_a02_bs_enus	60
Transitioning from Technical Professional to Management	mgmt_19_a01_bs_enus	60
First Time Manager Essentials		
First Time Manager: Challenges	mgmt_16_a02_bs_enus	60
First Time Manager: Meeting Expectations	mgmt_16_a03_bs_enus	60
First Time Manager: Understanding a Manager's Role	mgmt_16_a01_bs_enus	60
Making the Move Into Management	_pc_ch_lach029	15
Management Essentials		
Acting Decisively	_pc_ch_lach034	15
Employee Dismissal	_pc_ch_lach038	15
Management Essentials: Caring about Your Direct Reports	mgmt_15_a07_bs_enus	60
Management Essentials: Confronting Difficult Employee Behavior	mgmt_15_a04_bs_enus	60
Management Essentials: Delegating	mgmt_15_a02_bs_enus	60
Management Essentials: Developing Your Direct Reports	mgmt_15_a03_bs_enus	60
Management Essentials: Directing Others	mgmt_15_a01_bs_enus	60
Management Essentials: Managing a Diverse Team	mgmt_15_a05_bs_enus	60
Management Essentials: Treating Your Direct Reports Fairly	mgmt_15_a06_bs_enus	60
Managing Fairly	_pc_bi_mgbi016	6
Managing during Difficult Times		
Communicating during Difficult Times	mgmt_25_a01_bs_enus	60
Managing Attitudes during Difficult Times	mgmt_25_a03_bs_enus	60
Managing Resources during Difficult Times	mgmt_25_a02_bs_enus	60
Managing Experts		
Managing Top Performers Is Always Easy...Right?	_pc_bi_hrbi013	6
Meeting the Needs of Your Experts	mgmt_21_a01_bs_enus	60
Overcoming Challenges When Managing Experts	mgmt_21_a02_bs_enus	60
Recognizing Natural Leaders	_pc_ch_lsch001	18
Managing Organizational Change		
Beyond Change: Working with Agility	_pc_bi_pabi009	6
Communicating Organizational Change	_pc_bi_mgbi015	6
Communicating Properly during Layoffs	_pc_bi_hrbi005	6
Developing People	_pc_ch_lach013	15
Involving Employees in Corporate Change	_pc_bi_lsbi011	6
Managing Change: Building Positive Support for Change	mgmt_13_a02_bs_enus	60
Managing Change: Dealing with Resistance to Change	mgmt_13_a03_bs_enus	60
Managing Change: Sustaining Organizational Change	mgmt_13_a04_bs_enus	60
Managing Change: Understanding Change	mgmt_13_a01_bs_enus	60
Managing Problem Performance		
First Steps for Turning Around a Performance Problem	mgmt_34_a02_bs_enus	60
Managing Performance	_pc_ch_lach002	15
Preventing Problem Performance	mgmt_34_a04_bs_enus	60
Recognizing and Diagnosing Problem Performance	mgmt_34_a01_bs_enus	60
Underperforming Employee – Now What?	_pc_bi_hrbi010	6
Using Progressive Discipline to Correct Problem Performance	mgmt_34_a03_bs_enus	60
Performance Appraisal Essentials		
Performance Appraisal Essentials: 360-degree Appraisals	mgmt_17_a03_bs_enus	60
Performance Appraisal Essentials: Conducting Traditional Appraisals	mgmt_17_a02_bs_enus	60
Performance Appraisal Essentials: Planning for Appraisals	mgmt_17_a01_bs_enus	60
Preparing for Your Performance Appraisal	_pc_bi_pfbi017	6

		Performance Management		
		Monitoring and Improving Performance	mgmt_37_a02_bs_enus	60
		Planning for Performance	mgmt_37_a01_bs_enus	60
		Reviewing and Rewarding Performance	mgmt_37_a03_bs_enus	60
		Strategies for Successful Employee On-boarding		
		Strategies for Successful Employee Onboarding: An Introduction	mgmt_24_a01_bs_enus	60
		Strategies for Successful Employee Onboarding: Assessing Program Success	mgmt_24_a03_bs_enus	60
		Strategies for Successful Employee Onboarding: Getting Started	mgmt_24_a02_bs_enus	60
		Talent Management Essentials		
		Attracting and Retaining Talent	_pc_ch_lach021	15
		Talent Management: Acquiring Talent	mgmt_18_a03_bs_enus	60
		Talent Management: Basics	mgmt_18_a01_bs_enus	60
		Talent Management: Developing and Engaging Talent	mgmt_18_a04_bs_enus	60
		Talent Management: Planning	mgmt_18_a02_bs_enus	60
		Talent Management: Retaining Talent	mgmt_18_a05_bs_enus	60
		The Fundamentals of Business Crises Management		
		Demonstrating Accountability in a Crisis Situation	_pc_ch_lach007	15
		Perseverance and Flexibility in Times of Crisis	_pc_ch_lach026	15
		Thinking Like a CFO		
		Thinking Like a CFO: Making Financial Decisions	mgmt_30_a02_bs_enus	60
		Thinking Like a CFO: Managing Risk	mgmt_30_a04_bs_enus	60
		Thinking Like a CFO: Mind-set and Financial Priorities	mgmt_30_a01_bs_enus	60
		Thinking Like a CFO: Preparing and Presenting a Business Case	mgmt_30_a03_bs_enus	60
		Workforce Generations		
		Developing the Next Generation	_pc_bi_lsbi007	6
		Managing an Aging Workforce	_pc_bi_mgbi005	6
		Managing Workforce Generations: Introduction to Cross-generational Employees	mgmt_20_a01_bs_enus	60
		Managing Workforce Generations: Working with a Multigenerational Team	mgmt_20_a02_bs_enus	60
		Managing Workforce Generations: Working with the 21st-century Generation Mix	mgmt_20_a03_bs_enus	0
		Understanding the Motives of Millennials	_pc_bi_mgbi014	6
	Marketing Curriculum			
		Competitive Marketing Strategies		
		Competitive Marketing Strategies: Analyzing Competitors	mkt_02_a02_bs_enus	60
		Competitive Marketing Strategies: Conducting an Internal Analysis	mkt_02_a01_bs_enus	60
		Competitive Marketing Strategies: Selecting and Implementing Strategies	mkt_02_a03_bs_enus	60
		Marketing Essentials		
		Designing Products to Fit the Channel	_pc_bi_spbi005	6
		Marketing Essentials: Introduction to Marketing	mkt_01_a01_bs_enus	60
		Marketing Essentials: Marketing and Ethics	mkt_01_a06_bs_enus	60
		Marketing Essentials: Place	mkt_01_a04_bs_enus	60
		Marketing Essentials: Planning and People	mkt_01_a02_bs_enus	60
		Marketing Essentials: Product and Price	mkt_01_a03_bs_enus	60
		Marketing Essentials: Promotion	mkt_01_a05_bs_enus	60
		Using Web Analytics to Increase Sales	_pc_bi_spbi012	6
		Strategic Brand Management		
		Brand Management for Social Media and Wireless Technologies	mkt_03_a04_bs_enus	60
		Building Lasting Customer-brand Relationships	mkt_03_a01_bs_enus	60
		Developing a Brand Internally	mkt_03_a02_bs_enus	60

		Global Brand Management	mkt_03_a03_bs_enus	60
	Strategic Marketing in Action			
		Increasing Competitiveness through Collaboration	_pc_ch_lsch006	12
		Sales and Marketing: Two Sides of the Same Coin?	_pc_bi_spbi011	6
		Trade Show Marketing - Planning Ahead	_pc_bi_spbi013	6
Operations Curriculum				
	Fundamentals of Lean for Business Organizations			
		Applying Lean in Service and Manufacturing Organizations	oper_20_a06_bs_enus	60
		Five Steps to Perfection: Implementing Lean	_pc_bi_ssbi009	6
		Introduction to Lean for Service and Manufacturing Organizations	oper_20_a01_bs_enus	60
		Lean Tools and Techniques for Flow and Pull	oper_20_a03_bs_enus	60
		Reducing Waste and Streamlining Value Flow Using Lean	oper_20_a04_bs_enus	60
		Using Lean for Perfection and Quality	oper_20_a02_bs_enus	60
		Value Stream Mapping in Lean Business	oper_20_a05_bs_enus	60
		Value Stream Maps for Non-manufacturing Processes	_pc_bi_ssbi010	6
	Leading Sustainable Process Improvement			
		Implementing and Sustaining Process Improvement	oper_35_a03_bs_enus	30
		Mapping and Measuring to Support Sustainable Process Improvement	oper_35_a02_bs_enus	33
		Spearheading a Process Improvement	_pc_ch_opch001	15
		Stakeholder-driven Process Improvement	oper_35_a01_bs_enus	30
	Manager of Quality/Organizational Excellence			
		Communication Skills and Project Management	oper_04_a05_bs_enus	120
		Customer-Focused Management	oper_04_a09_bs_enus	150
		Developing and Deploying Strategic Plans	oper_04_a03_bs_enus	150
		Leadership	oper_04_a01_bs_enus	150
		Managerial Skills and Abilities	oper_04_a04_bs_enus	150
		Measurement: Assessment and Metrics	oper_04_a08_bs_enus	90
		Problem-Solving and Process Management Tools	oper_04_a07_bs_enus	150
		Quality Systems, Models, and Theories	oper_04_a06_bs_enus	120
		Supply Chain Management	oper_04_a10_bs_enus	90
		Team Dynamics	oper_04_a02_bs_enus	120
		Training and Development	oper_04_a11_bs_enus	120
	Managing Customer-Driven Process Improvement			
		Customer-driven Process Improvement: Analyzing Process Problems	oper_22_a05_bs_enus	60
		Customer-driven Process Improvement: Basic Framework	oper_22_a01_bs_enus	60
		Customer-driven Process Improvement: From Customer Needs to Process Requirements	oper_22_a03_bs_enus	60
		Customer-driven Process Improvement: Identifying Customer Needs	oper_22_a02_bs_enus	60
		Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions	oper_22_a06_bs_enus	60
		Customer-driven Process Improvement: Implementing and Maintaining Improvements	oper_22_a07_bs_enus	60
		Customer-Driven Process Improvement: Mapping and Measuring Processes	oper_22_a04_bs_enus	60
	Operations Management			
		Operations and Supply Chain Management	oper_21_a03_bs_enus	60
		Operations Management and the Organization	oper_21_a01_bs_enus	60
		Operations Management: Facilities Planning and Management	oper_21_a08_bs_enus	60
		Operations Management: Forecasting and Capacity Planning	oper_21_a05_bs_enus	60
		Operations Management: Inventory Management	oper_21_a04_bs_enus	60
		Operations Management: Management of Quality	oper_21_a07_bs_enus	60
		Operations Management: Operations Scheduling	oper_21_a06_bs_enus	60
		Operations Management: Product and Service Management	oper_21_a02_bs_enus	60

		Purchasing and Vendor Management Essentials		
		Evaluating Supplier Performance and Managing Supplier Relationships	oper_23_a04_bs_enus	60
		Fundamentals of Purchasing and Vendor Management	oper_23_a01_bs_enus	60
		Purchasing: Finding Sources of Supply	oper_23_a02_bs_enus	60
		Selecting Suppliers and Administering Contracts	oper_23_a03_bs_enus	60
		Six Sigma Black Belt (2007 BOK): Analyze		
		Correlation and Regression Analysis in Six Sigma	oper_16_a01_bs_enus	90
		Final Exam: Six Sigma Black Belt (2007 BOK): Analyze	oper_16_a01_fe_enus	138
		Hypothesis Testing Concepts and Tests for Means in Six Sigma	oper_16_a03_bs_enus	120
		Multivariate Analysis and Attribute Data Analysis in Six Sigma	oper_16_a02_bs_enus	120
		Nonparametric Tests in Six Sigma Analysis	oper_16_a05_bs_enus	120
		Nonstatistical Analysis Methods in Six Sigma	oper_16_a06_bs_enus	120
		Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma	oper_16_a04_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Control		
		Final Exam: Six Sigma Black Belt (2007 BOK): Control	oper_18_a01_fe_enus	72
		Nonstatistical Control Tools and Maintaining Controls in Six Sigma	oper_18_a02_bs_enus	120
		Statistical Process Control (SPC) in Six Sigma	oper_18_a01_bs_enus	120
		Sustaining Improvements and Gains from Six Sigma Projects	oper_18_a03_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Define		
		Developing Project Charters and Tracking Six Sigma Projects	oper_14_a02_bs_enus	90
		Final Exam: Six Sigma Black Belt (2007 BOK): Define	oper_14_a01_fe_enus	42
		Using Voice of the Customer in Six Sigma	oper_14_a01_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies		
		Common Design for Six Sigma Methodologies, Design for X, and Robust Design	oper_19_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies	oper_19_a01_fe_enus	48
		Special Design Tools in Design for Six Sigma	oper_19_a02_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment		
		Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment	oper_11_a01_fe_enus	72
		Lean and Six Sigma	oper_11_a01_bs_enus	120
		Six Sigma Leadership and Change Management	oper_11_a03_bs_enus	120
		Six Sigma Projects and the Black Belt Role	oper_11_a02_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Improve		
		Conducting Experiments and Analyzing Results in Six Sigma	oper_17_a02_bs_enus	120
		Designing and Planning Experiments in Six Sigma	oper_17_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Improve	oper_17_a01_fe_enus	72
		Improvement Methods and Implementation Issues in Six Sigma	oper_17_a03_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Measure		
		Basic Statistics and Graphical Methods for Six Sigma	oper_15_a04_bs_enus	120
		Data Collection and Measurement in Six Sigma	oper_15_a02_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Measure	oper_15_a01_fe_enus	144
		Probability for Six Sigma	oper_15_a05_bs_enus	120
		Process Capability for Six Sigma	oper_15_a06_bs_enus	120
		Process Characteristics for Six Sigma	oper_15_a01_bs_enus	120
		Six Sigma Measurement Systems	oper_15_a03_bs_enus	120
		Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures		
		Business Performance and Financial Measures in Six Sigma	oper_12_a02_bs_enus	120
		Critical Requirements and Benchmarking for Six Sigma	oper_12_a01_bs_enus	120
		Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures	oper_12_a01_fe_enus	48

		Six Sigma Black Belt (2007 BOK): Team Management		
		Final Exam: Six Sigma Black Belt (2007 BOK): Team Management	oper_13_a01_fe_enus	72
		Forming Project Teams for Six Sigma	oper_13_a01_bs_enus	120
		Managing Six Sigma Team Performance	oper_13_a03_bs_enus	120
		Motivation and Communication in Six Sigma Teams	oper_13_a02_bs_enus	120
		Six Sigma Black Belt (2015 BOK): Analyze		
		Basics of Hypothesis Testing and Tests for Means in Six Sigma	oper_41_a02_bs_enus	120
		FMEA and Other Nonstatistical Analysis Methods in Six Sigma	oper_41_a05_bs_enus	120
		Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma	oper_41_a03_bs_enus	120
		Six Sigma Black Belt (2015 BOK): Control		
		Statistical Process Control (SPC) and Control Charts in Six Sigma	oper_43_a01_bs_enus	120
		Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)		
		Common DFSS Methodologies, Design for X, and Robust Designs	oper_44_a01_bs_enus	120
		Six Sigma Black Belt (2015 BOK): Improve		
		Designing, Conducting, and Analyzing Experiments in Six Sigma	oper_42_a02_bs_enus	120
		Six Sigma Black Belt (2015 BOK): Measure		
		Probability and Probability Distributions in Six Sigma	oper_40_a05_bs_enus	120
		Six Sigma Measurement Systems and Metrology	oper_40_a03_bs_enus	120
		Six Sigma Green Belt: Analyze		
		Hypothesis Tests for Variances and Proportions in Six Sigma	oper_27_a03_bs_enus	113
		Introduction to Hypothesis Testing and Tests for Means in Six Sigma	oper_27_a02_bs_enus	116
		Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	oper_27_a01_bs_enus	90
		Six Sigma Green Belt: Control		
		Creating and Using Control Charts in Six Sigma	oper_29_a02_bs_enus	120
		Lean Tools for Process Control in Six Sigma	oper_29_a03_bs_enus	60
		Statistical Process Control and Control Plans in Six Sigma	oper_29_a01_bs_enus	90
		Six Sigma Green Belt: Define		
		Basics of Six Sigma Project Management	oper_25_a03_bs_enus	90
		Performance Metrics for Six Sigma	oper_25_a05_bs_enus	60
		Six Sigma Management and Planning Tools	oper_25_a04_bs_enus	90
		Six Sigma Project Identification	oper_25_a01_bs_enus	90
		Six Sigma Project Team Dynamics and Performance	oper_25_a06_bs_enus	90
		Voice of the Customer in Six Sigma	oper_25_a02_bs_enus	120
		Six Sigma Green Belt: Improve		
		Cycle Time Reduction and Kaizen in Six Sigma	oper_28_a03_bs_enus	60
		Design of Experiments in Six Sigma	oper_28_a01_bs_enus	90
		Root Cause Analysis and Waste Elimination in Six Sigma	oper_28_a02_bs_enus	93
		Six Sigma Green Belt: Measure		
		Basic Probability and Statistical Distributions in Six Sigma	oper_26_a02_bs_enus	90
		Data Classification, Sampling, and Collection in Six Sigma	oper_26_a03_bs_enus	90
		Measurement System Analysis in Six Sigma	oper_26_a05_bs_enus	89
		Process and Performance Capability Measurement in Six Sigma	oper_26_a06_bs_enus	90
		Process Documentation and Analysis in Six Sigma	oper_26_a01_bs_enus	60
		Statistics and Graphical Presentation in Six Sigma	oper_26_a04_bs_enus	60
		Six Sigma Green Belt: Six Sigma and the Organization		
		Design for Six Sigma and FMEA	oper_24_a03_bs_enus	90
		Lean Principles and Six Sigma Projects	oper_24_a02_bs_enus	131

		Six Sigma and Organizational Goals	oper_24_a01_bs_enus	120
	Six Sigma Yellow Belt: Analyze			
		Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma	oper_33_a03_bs_enus	90
		Lean Tools and FMEA in Six Sigma	oper_33_a01_bs_enus	60
		Six Sigma Data Analysis and Root Cause Analysis	oper_33_a02_bs_enus	60
	Six Sigma Yellow Belt: Define			
		Identifying Six Sigma Projects	oper_31_a01_bs_enus	90
		Six Sigma Project Management Basics	oper_31_a02_bs_enus	90
	Six Sigma Yellow Belt: Improve and Control			
		Control Tools and Documentation in Six Sigma	oper_34_a02_bs_enus	60
		Six Sigma Improvement Techniques	oper_34_a01_bs_enus	73
	Six Sigma Yellow Belt: Measure			
		Basic Statistics for Six Sigma	oper_32_a01_bs_enus	67
		Data Types and Data Collection in Six Sigma	oper_32_a02_bs_enus	90
		Six Sigma and Measurement System Analysis	oper_32_a03_bs_enus	60
	Six Sigma Yellow Belt: Six Sigma Fundamentals			
		Six Sigma and Lean Foundations and Principles	oper_30_a01_bs_enus	90
		Six Sigma Metrics	oper_30_a04_bs_enus	60
		Six Sigma Quality Tools	oper_30_a03_bs_enus	60
		Six Sigma Team Basics, Roles, and Responsibilities	oper_30_a02_bs_enus	90
	Six Sigma: Champion Training			
		Introduction to Six Sigma for Champions	oper_03_a01_bs_enus	180
		Managing and Deploying Six Sigma	oper_03_a04_bs_enus	210
		Six Sigma Process Improvement	oper_03_a02_bs_enus	180
		Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	150
	The Foundations of Six Sigma			
		A Critical-to-quality Tree - What's That?	_pc_bi_ssbi006	6
		Are You Listening to Your Customers?	_pc_bi_ssbi001	6
		Basic Measurement Concepts in Six Sigma	_pc_bi_ssbi007	6
		Does Your Business Really Need Six Sigma?	_pc_ch_ssch001	21
		Identifying Candidates for Key Six Sigma Roles	_pc_ch_ssch002	21
		Lean and Six Sigma	oper_11_a01_bs_enus	120
		Lean Inbound Transportation	_pc_bi_ssbi004	6
		Quick Wins in Six Sigma Implementation	_pc_bi_ssbi002	6
		Six Sigma Versus TQM	_pc_bi_ssbi003	6
Personal Development Curriculum				
	Building and Maintaining Trust			
		Building Trust	pd_15_a01_bs_enus	60
		Rebuilding Trust	_pc_bi_pabi005	6
		Rebuilding Trust	pd_15_a02_bs_enus	60
		The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15
	Business Ethics			
		Developing a Code of Ethical Conduct	pd_18_a02_bs_enus	60
		Do You Share Your Organization's Values?	_pc_bi_pabi006	6
		Ethical Decision-making in the Workplace	pd_18_a03_bs_enus	60
		Ethics, Integrity, and Trust	_pc_ch_lach005	15
		Introduction to Workplace Ethics	pd_18_a01_bs_enus	60
		Office Politics – What Will You Do?	_pc_ch_pfch004	15

		The Ethics Enigma	_pc_ch_pach020	15
	Business Etiquette and Professionalism			
		Broadening Your Learning Horizons	_pc_bi_pabi013	6
		Communicating with Professionalism and Etiquette	pd_25_a03_bs_enus	60
		Developing Your Reputation of Professionalism with Business Etiquette	pd_25_a01_bs_enus	60
		Disciplines of Organizational Learning: Personal Mastery	_pc_bi_pfbi011	6
		Managing Goals	_pc_ch_lach027	15
		Professionalism, Business Etiquette, and Personal Accountability	pd_25_a02_bs_enus	60
		Reframing Negative Situations	_pc_bi_hrbi008	6
		Safe Small Talk	_pc_bi_pfbi012	6
		Targeting Personal Learning	_pc_ch_pach022	15
		Using Business Etiquette to Build Professional Relationships	pd_25_a04_bs_enus	60
	Campus to Corporate			
		Campus to Corporate: Developing a Professional Image	pd_22_a02_bs_enus	60
		Campus to Corporate: Meeting New Expectations	pd_22_a01_bs_enus	60
	Critical Thinking Essentials			
		Critical Thinking	_pc_ch_lach025	15
		Critical Thinking Essentials: Applying Critical Thinking Skills	pd_14_a02_bs_enus	60
		Critical Thinking Essentials: What Is Critical Thinking?	pd_14_a01_bs_enus	60
	Dealing with Organizational Change			
		Developing Organizational Agility	_pc_ch_pach024	15
		Embracing Organizational Change	pd_13_a03_bs_enus	60
		Managing the Stress of Organizational Change	_pc_bi_mgbi004	6
		Preparing for Organizational Change	pd_13_a02_bs_enus	60
		The Importance of Flexibility in the Workplace	_pc_bi_pfbi007	6
		Understanding Organizational Change	pd_13_a01_bs_enus	60
	Decisiveness			
		Developing Character for Decisiveness	pd_27_a01_bs_enus	60
		Overcoming the Barriers to Decisiveness	pd_27_a02_bs_enus	60
	Diversity on the Job			
		Diversity on the Job: Diversity and You	pd_07_a02_bs_enus	60
		Diversity on the Job: The Importance of Diversity and the Changing Workplace	pd_07_a01_bs_enus	60
		Managing Diversity	_pc_ch_lach015	15
		Understanding Workplace Diversity	_pc_bi_hrbi002	6
	Doing Business Professionally			
		Managing from Within: Self-empowerment	pd_05_a02_bs_enus	120
	Effective Time Management			
		Coping with Conflicting Priorities	_pc_ch_pach005	15
		Coping with Information Overload	_pc_bi_pfbi002	6
		Getting Time under Control	_pc_ch_pach021	15
		Planning for Interruptions Helps with Procrastination	_pc_bi_pfbi014	6
		Prioritizing Personal and Professional Responsibilities	_pc_bi_mgbi003	6
		Setting and Managing Priorities	_pc_ch_lach018	15
		Setting Goals	_pc_ch_pach007	15
		Time Management: Analyzing Your Use of Time	pd_11_a01_bs_enus	60
		Time Management: Avoiding Time Stealers	pd_11_a03_bs_enus	60
		Time Management: Planning and Prioritizing Your Time	pd_11_a02_bs_enus	60
	Generating Creative & Innovative Ideas			

		Creativity: Developing and Communicating Ideas	_pc_ch_pach025	15
		Executing Innovation	_pc_bi_lsbi016	6
		Generating Creative and Innovative Ideas: Enhancing Your Creativity	pd_09_a01_bs_enus	60
		Generating Creative and Innovative Ideas: Maximizing Team Creativity	pd_09_a02_bs_enus	60
		Generating Creative and Innovative Ideas: Verifying and Building on Ideas	pd_09_a03_bs_enus	60
		Getting Ready to Present	_pc_ch_pach018	15
		Promoting Creative Thinking	_pc_ch_lach035	15
	Interviewing Strategies for the Interviewee			
		Making a Positive Impression in an Internal Interview	pd_21_a02_bs_enus	60
		Preparing for an Internal Interview	pd_21_a01_bs_enus	60
	Living and Working Abroad in the United States			
		American Work Culture and Values	pd_19_a01_bs_enus	60
		Communicating Successfully in the American Workplace	pd_19_a03_bs_enus	60
		Key Aspects of the American Work Environment	pd_19_a02_bs_enus	60
		Succeeding in the American Workplace	pd_19_a04_bs_enus	60
	Managing Your Career			
		Building and Managing Upward Relationships	_pc_ch_pach008	15
		Conquering Career Stagnation	_pc_bi_pfbi019	6
		Developing Your Career	_pc_ch_lach037	15
		Exploring Self-development	_pc_ch_pach023	15
		Managing Your Career: Creating a Plan	pd_10_a01_bs_enus	60
		Managing Your Career: Getting on the Right Track	pd_10_a02_bs_enus	60
		Managing Your Career: Leveraging the Performance Appraisal	pd_10_a05_bs_enus	60
		Managing Your Career: Professional Networking Essentials	pd_10_a03_bs_enus	60
		Managing Your Career: You and Your Boss	pd_10_a04_bs_enus	60
		Planning Your Career	_pc_ch_pach013	15
	Optimizing Your Work/Life Balance			
		Creating Work/Life Balance	_pc_ch_lach036	15
		Employee Exhaustion: Managing a Well-balanced Workload	_pc_bi_mgbi010	6
		Managing Workplace Stress	_pc_bi_hrbi006	6
		Optimizing Your Work/Life Balance: Analyzing Your Life Balance	pd_06_a01_bs_enus	60
		Optimizing Your Work/Life Balance: Maintaining Your Life Balance	pd_06_a02_bs_enus	60
		Optimizing Your Work/Life Balance: Taking Control of Your Stress	pd_06_a03_bs_enus	60
	Peer Relationships			
		Building Better Relationships through Understanding	_pc_ch_pach017	15
		Building Peer Relationships	_pc_ch_pach019	15
		Developing Strategic Peer Relationships in Your Organization	pd_17_a02_bs_enus	60
		Forming Peer Relationships and Alliances at Work	pd_17_a03_bs_enus	60
		Peer Political Styles	_pc_bi_pabi010	6
		The Value of Peer Relationships	pd_17_a01_bs_enus	60
	Performance under Pressure			
		Developing the Right Attitude for Performing under Pressure	pd_24_a01_bs_enus	60
		Performing with Others under Pressure	pd_24_a03_bs_enus	60
		Taking Action for Performing under Pressure	pd_24_a02_bs_enus	60
	Perseverance and Resilience			
		Achieving Goals through Perseverance and Resilience	pd_26_a02_bs_enus	60
		Bouncing Back with Perseverance and Resilience	pd_26_a03_bs_enus	60
		Developing Character for Perseverance and Resilience	pd_26_a01_bs_enus	60
		Perseverance: Flexibility in Action	_pc_bi_pabi004	6

		Persevering through Setbacks	_pc_ch_pach011	15
	Personal Productivity Improvement			
		Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	pd_16_a03_bs_enus	60
		Personal Productivity Improvement: Managing Your Workspace	pd_16_a01_bs_enus	60
		Personal Productivity: Self-organization and Overcoming Procrastination	pd_16_a02_bs_enus	60
	Problem Solving and Decision Making			
		Decisions: Making the Right Move	_pc_ch_pech001	15
		Making and Carrying Out Tough Decisions	pd_29_a03_bs_enus	36
		Solving Problems: Framing the Problem	pd_29_a01_bs_enus	31
		Solving Problems: Generating and Evaluating Alternatives	pd_29_a02_bs_enus	39
	Problem Solving and Decision-Making Strategies			
		Decision Making: Making Tough Decisions	pd_12_a06_bs_enus	60
		Decision Making: The Fundamentals	pd_12_a04_bs_enus	60
		Decision Making: Tools and Techniques	pd_12_a05_bs_enus	60
		Playing the Devil's Advocate in Decision Making	_pc_bi_pfbi005	6
		Problem Solving: Determining and Building Your Strengths	pd_12_a02_bs_enus	60
		Problem Solving: Digging Deeper	pd_12_a03_bs_enus	60
		Problem Solving: Process, Tools, and Techniques	_pc_ch_pach003	15
		Problem Solving: The Fundamentals	pd_12_a01_bs_enus	60
		Turning Problems Around with Reverse Brainstorming	_pc_bi_lsbi017	6
		Uncovering the Root Problem	_pc_ch_lach003	15
	Public Speaking Strategies			
		Public Speaking Strategies: Confident Public Speaking	pd_23_a02_bs_enus	60
		Public Speaking Strategies: Preparing Effective Speeches	pd_23_a01_bs_enus	60
	Telecommuting and the Remote Employee			
		Telecommuting Basics: Communication Strategies for the Remote Employee	pd_08_a02_bs_enus	60
		Telecommuting Basics: Maximizing Productivity as a Remote Employee	pd_08_a01_bs_enus	60
	Thinking Critically			
		Applying Your Best Thinking	_pc_ch_pech003	15
		Thinking Critically: Coming to Terms with Assumptions	pe_01_a01_bs_enus	26
		Thinking Critically: Drawing Conclusions with Confidence	pe_01_a03_bs_enus	32
		Thinking Critically: Getting Your Arms around Arguments	pe_01_a02_bs_enus	31
	Time Management			
		Time Management: Quit Making Excuses and Make Time Instead	pd_20_a02_bs_enus	30
		Time Management: Ready, Set…FOCUS!	pd_20_a03_bs_enus	30
		Time Management: Too Much to Do and Too Little Time	pd_20_a01_bs_enus	30
	Writing Under Pressure			
		Writing under Pressure: Preparing for Success	pd_28_a01_bs_enus	60
		Writing under Pressure: The Writing Process	pd_28_a02_bs_enus	60
Program/Portfolio Management Curriculum				
	Program Management (PMI® Second Edition-aligned)			
		Introduction to Program Management	proj_16_a01_bs_enus	90
		Program Life Cycle and Benefits Management	proj_16_a02_bs_enus	120
Project Management Curriculum				
	Agile Practitioner - (PMI-ACP & ScrumMaster aligned)			
		Adopting an Agile Approach to Project Management	ib_pmag_a02_it_enus	120
		Agile Planning: Doing Estimates and Completing the Release Plan	ib_pmag_a06_it_enus	120

		Agile Planning: Project Initiating and Requirements Gathering	ib_pmag_a05_it_enus	90
		Agile Project Management Essentials	ib_pmag_a01_it_enus	120
		An Overview of Agile Methodologies	ib_pmag_a03_it_enus	90
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
		Ensuring Delivery of Value and Quality in Agile Projects	ib_pmag_a10_it_enus	120
		Leading an Agile Team	ib_pmag_a08_it_enus	120
		Managing Stakeholder Engagement on an Agile Project	ib_pmag_a09_it_enus	120
		Overview of the Scrum Development Process	ib_pmag_a04_it_enus	120
		Planning and Monitoring Iterations on an Agile Project	ib_pmag_a07_it_enus	150
	Agile Project Management Fundamentals			
		Agile Planning	ib_apmf_a02_it_enus	60
		Agile Principles, Methodologies, and Mindset	ib_apmf_a01_it_enus	150
		Engaging Agile Stakeholders and Leading Agile Teams	ib_apmf_a04_it_enus	120
		Planning and Monitoring Iterations in Agile Projects	ib_apmf_a03_it_enus	90
	Code of Ethics and Professional Conduct (PMI® Standard-aligned)			
		Core PMI® Values and Ethical Standards	proj_15_a02_bs_enus	120
		The Role of Ethics in Project Management	proj_15_a01_bs_enus	90
	IT Project Management Essentials			
		IT Project Management Essentials: Executing IT Projects	proj_17_a03_bs_enus	60
		IT Project Management Essentials: Initiating and Planning IT Projects	proj_17_a02_bs_enus	60
		IT Project Management Essentials: Introduction to IT Project Management	proj_17_a01_bs_enus	60
		IT Project Management Essentials: Managing Risks in an IT Project	proj_17_a05_bs_enus	60
		IT Project Management Essentials: Monitoring and Controlling IT Projects	proj_17_a04_bs_enus	60
		IT Project Management Essentials: Testing Deliverables and Closing IT Projects	proj_17_a06_bs_enus	60
	Managing Software Project Outsourcing			
		Managing Software Project Outsourcing: Dealing with Risks	proj_18_a04_bs_enus	60
		Managing Software Project Outsourcing: Developing a Vendor Contract	proj_18_a02_bs_enus	60
		Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project	proj_18_a01_bs_enus	60
		Managing Software Project Outsourcing: Working with the Outsourced Team	proj_18_a03_bs_enus	60
	PRINCE2®: 2009 Foundation			
		Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)	ib_prin_a05_it_enus	120
		Overview of Project Management (PRINCE2®: 2009-aligned)	ib_prin_a01_it_enus	60
		Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)	ib_prin_a02_it_enus	120
		Project Quality, Change and Progress (PRINCE2®: 2009-aligned)	ib_prin_a03_it_enus	90
		Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)	ib_prin_a04_it_enus	90
		Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)	ib_prin_a06_it_enus	90
	PRINCE2®: Practitioner			
		PRINCE2® Practitioner Exam Information	prin_prac_a01_bs_enus	60
	Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)			
		Control Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a02_bs_enus	60
		Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)	proj_26_a01_bs_enus	120
	Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)			
		Controlling Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a02_bs_enus	90
		Planning Project Costs (PMBOK® Guide Fifth Edition)	proj_23_a01_bs_enus	120
	Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)			
		Managing Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a02_bs_enus	120
		Planning Project Human Resources (PMBOK® Guide Fifth Edition)	proj_25_a01_bs_enus	120
	Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)			

		Capturing, Analyzing, and Managing Lessons Learned	proj_20_a04_bs_enus	90
		Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)	proj_20_a03_bs_enus	60
		Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)	proj_20_a02_bs_enus	90
		Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	proj_20_a01_bs_enus	120
		Strategic Alignment and Benefits Realization	proj_20_a05_bs_enus	60
	Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)			
		Managing Projects within Organizations (PMBOK® Guide Fifth Edition)	proj_19_a01_bs_enus	120
		Project Management Overview (PMBOK® Guide Fifth Edition)	proj_19_a02_bs_enus	90
		Project Management Process Groups (PMBOK® Guide Fifth Edition)	proj_19_a03_bs_enus	120
	Project Management for Non-Project Managers			
		Addressing Stakeholder Conflicts	_pc_bi_pmbi008	6
		Anticipating and Solving Problems as a Project Champion	_pc_bi_pmbi007	6
		Complete Your Project On-time and On-budget	proj_30_a04_bs_enus	30
		Controlling Project Cost	_pc_bi_pmbi010	6
		Ensuring Management Buy-in on a Project	_pc_bi_pmbi002	6
		Get Your Project off the Ground	proj_30_a01_bs_enus	30
		Initiating and Planning a Project	proj_01_a03_bs_enus	120
		Lead Your Project Like a Pro	proj_30_a03_bs_enus	30
		Managing a Project	proj_01_a04_bs_enus	150
		Managing Conflict in Project Teams	_pc_bi_pmbi003	6
		Managing Projects with No Direct Authority	_pc_bi_pmbi001	6
		Managing Scope on a Project	_pc_bi_pmbi004	6
		Managing Vendor Relationships	_pc_bi_pmbi006	6
		Plan a Bulletproof Project	proj_30_a02_bs_enus	30
		Portfolios, Programs, and Projects: What's the Difference?	_pc_bi_pmbi009	6
		Project Management Essentials	_pc_ch_lach041	15
		Project Management Fundamentals	proj_01_a01_bs_enus	150
		Transitioning into a Project Management Role	proj_01_a02_bs_enus	180
		Troubleshooting and Closing the Project	proj_01_a05_bs_enus	120
		Weighing the Costs of Project Change	_pc_bi_pmbi005	6
	Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)			
		Managing Procurements (PMBOK® Guide Fifth Edition)	proj_28_a02_bs_enus	120
		Planning Project Procurement Management (PMBOK® Guide Fifth Edition)	proj_28_a01_bs_enus	90
	Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)			
		Plan Quality Management (PMBOK® Guide Fifth Edition)	proj_24_a01_bs_enus	120
		Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)	proj_24_a02_bs_enus	120
		Quality Management for Continuous Improvement	proj_24_a03_bs_enus	60
	Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)			
		Identifying Project Risks (PMBOK® Guide Fifth Edition)	proj_27_a02_bs_enus	90
		Performing Risk Analysis (PMBOK® Guide Fifth Edition)	proj_27_a03_bs_enus	120
		Risk Management Planning (PMBOK® Guide Fifth Edition)	proj_27_a01_bs_enus	90
		Risk Response and Control (PMBOK® Guide Fifth Edition)	proj_27_a04_bs_enus	120
	Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)			
		Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	proj_21_a02_bs_enus	90
		Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	proj_21_a03_bs_enus	90
		Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	proj_21_a01_bs_enus	120
	Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)			
		Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)	proj_29_a02_bs_enus	90
		Project Stakeholder Management (PMBOK® Guide Fifth Edition)	proj_29_a01_bs_enus	90

		Project Time Management (PMBOK® Guide - Fifth Edition-aligned)		
		Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)	proj_22_a01_bs_enus	120
		Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)	proj_22_a03_bs_enus	120
		Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)	proj_22_a02_bs_enus	120
	Sales Curriculum			
		Essential Selling Skills		
		Aligning Your Business Case to Customer Priorities	_pc_ch_sach018	15
		Communicating a High-impact Business Case	_pc_bi_sabi019	12
		Demonstrating Business Acumen	_pc_ch_sach013	15
		Effective Cold Calling	_pc_bi_sabi007	6
		Effective Sales Coaching	_pc_ch_sach020	15
		Essential Selling Skills: Closing the Sale	sale_05_a03_bs_enus	60
		Essential Selling Skills: Mastering Cold Calling	sale_05_a01_bs_enus	60
		Essential Selling Skills: Qualifying Sales Prospects	sale_05_a02_bs_enus	60
		Getting Organized to Meet Your Sales Goals	_pc_ch_sach002	15
		Making Contact: Access Strategies	_pc_ch_sach007	15
		Making the Cold Call	_pc_bi_sabi020	12
		Managing a Sales Pipeline	_pc_ch_sach012	15
		Prompting Action through Focused Communication	_pc_bi_sabi014	6
		Regaining Your Customer's Trust	_pc_bi_sabi015	6
		Responding to Bad News	_pc_bi_sabi018	6
		Selling with Trust	_pc_ch_sach014	15
		Talking about the Competition	_pc_bi_sabi017	6
		Using Competitive Selling Skills	_pc_ch_sach016	15
		Field Sales Skills		
		Don't Only Go for the Big Fish	_pc_bi_spbi009	6
		Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	12
		Sales Foundations		
		Appealing to Prospects	_pc_bi_sabi012	6
		Building Momentum in Discovery Meetings	_pc_bi_sabi011	12
		Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus	60
		Developing Strong Customer Relationships	sale_01_a04_bs_enus	60
		Don't Only Go for the Big Fish	_pc_bi_spbi009	6
		Get it Together: Organizing Your Sales Approach	_pc_bi_sabi002	6
		Getting Your Head around Pipeline Management	_pc_bi_sabi013	6
		Initiating Discovery Meetings	_pc_ch_sach001	15
		Introduction to Sales	sale_01_a01_bs_enus	60
		Preparing for Successful Sales	sale_01_a03_bs_enus	60
		Presentations That Get People Talking	_pc_bi_sabi003	6
		Prospecting Strategically	_pc_ch_sach011	15
		Responding to News of a Lost Sale	_pc_ch_sach017	15
		Strategic Sales Planning	sale_01_a02_bs_enus	60
		The Ethics of Gift Giving	_pc_bi_spbi014	6
		The Proof Is in the Proposal	_pc_ch_sach003	15
		Using Customer Knowledge to Advance Sales	_pc_ch_sach006	15
		Using Persuasion Techniques to Boost Sales	_pc_bi_spbi018	12
		Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus	60
		Sales Management		
		Gaining Access through Cold Calls	_pc_ch_sach019	15

		Overcoming Resistance to Coaching	_pc_bi_sabi021	6
		Sales Support Roles for Better Customer Interaction	_pc_bi_spbi007	6
		Storming: Developing and Leading Your Sales Team	_pc_bi_spbi003	6
		The Ethics of Gift Giving	_pc_bi_spbi014	6
	Sales Negotiations			
		Communicating Your Company's Value	_pc_ch_sach004	15
		Dealing with Negotiation Challenges	_pc_bi_sabi009	6
		Dealing with Questions, Objections, and Resistance	_pc_bi_sabi005	6
		Negotiating Contract Terms	_pc_ch_pach001	15
		Negotiating with Your Customer	_pc_ch_sach009	15
		Negotiation Skills for Sales Professionals: Preparing to Negotiate	sale_02_a01_bs_enus	60
		Negotiation Skills for Sales Professionals: Reaching Agreement	sale_02_a03_bs_enus	60
		Negotiation Skills for Sales Professionals: Value Exchange	sale_02_a02_bs_enus	60
		Talking Value with Your Customers	_pc_bi_sabi004	6
		Turning Obstacles into Opportunities	_pc_ch_sach005	15
	Solution Selling			
		Connecting Customers and Solutions	_pc_bi_sabi008	6
		Managing Implementation Problems	_pc_bi_sabi010	6
		Preparing to Implement Solutions	_pc_ch_sach010	15
		Solution Selling: Creating New Opportunities	sale_03_a03_bs_enus	60
		Solution Selling: Mastering the Essentials	sale_03_a01_bs_enus	60
		Solution Selling: Meeting an Active Need	sale_03_a02_bs_enus	60
		Turning Potential Customers into Allies	_pc_ch_sach008	15
	Strategic Account Sales Skills			
		Building Profitable Customer Relationships	_pc_bi_spbi017	6
		Connecting the Dots: Insightful Account Management	_pc_bi_sabi016	6
		Crafting Sales Strategies	_pc_ch_spch002	12
		Performance Payout Plans	_pc_ch_spch004	21
		Planning for Effective Selling	_pc_bi_spbi004	6
		Selling to Key Players	_pc_bi_spbi001	6
		Succeeding in Account Management	_pc_ch_sach015	15
	Territorial Account Sales Skills			
		Listening to Your Customers	_pc_bi_spbi002	6
Strategic Planning Curriculum				
	Business Law Essentials			
		Business Law and Ethics	stgy_07_a02_bs_enus	60
		Business Law and the Manager's Responsibilities	stgy_07_a03_bs_enus	60
		Business Law Basic Concepts	stgy_07_a01_bs_enus	60
		Final Exam: Business Law Essentials	stgy_07_a01_fe_enus	36
	Business Planning Essentials			
		Business Planning Essentials: Performing Key Analyses	stgy_10_a02_bs_enus	60
		Business Planning Essentials: Preparing a Business Plan	stgy_10_a01_bs_enus	60
		Business Planning Essentials: Preparing for Implementation	stgy_10_a03_bs_enus	60
		Final Exam: Business Planning Essentials	stgy_10_a01_fe_enus	36
	Developing Strategic Thinking Acumen			
		Competitive Awareness and Strategy	_pc_ch_lach022	15
		Developing the Capacity to Think Strategically	stgy_08_a01_bs_enus	60
		Developing the Strategic Thinking Skill of Seeing the Big Picture	stgy_08_a02_bs_enus	60
		Effective Critical Analysis of Business Reports	_pc_bi_pfbi004	6

			Final Exam: Developing Strategic Thinking Acumen	stgy_08_a01_fe_enus	36
			Returning to Core Competencies	_pc_bi_lsbi014	6
			Using Strategic Thinking Skills	stgy_08_a03_bs_enus	60
	IT Strategy Essentials				
			Final Exam: IT Strategy Essentials	stgy_06_a01_fe_enus	36
			IT Strategy Essentials: Business and IT Strategy Alignment	stgy_06_a01_bs_enus	60
			IT Strategy Essentials: Creating an IT Strategy Plan	stgy_06_a02_bs_enus	60
			IT Strategy Essentials: Implementing an IT Strategy	stgy_06_a03_bs_enus	60
	Leading and Implementing Sustainable Green Business Strategies				
			Final Exam: Leading and Implementing Sustainable Green Business Strategies	stgy_04_a01_fe_enus	72
			Green Business: Implementing Sustainability Strategies	stgy_04_a03_bs_enus	120
			Green Business: Planning Sustainability Strategies	stgy_04_a02_bs_enus	120
			Introduction to Green Business and Sustainability	stgy_04_a01_bs_enus	120
	Moving From an Operational Manager to a Strategic Thinker				
			Competitive Awareness and Strategy	_pc_ch_lach022	15
			Effective Critical Analysis of Business Reports	_pc_bi_pfbi004	6
			Leading Outside the Organization	_pc_bi_lsbi005	6
			Returning to Core Competencies	_pc_bi_lsbi014	6
	Risk Management				
			Final Exam: Risk Management	stgy_09_a01_fe_enus	36
			Risk Management: Assessing Risk	stgy_09_a02_bs_enus	60
			Risk Management: Dealing with Risk	stgy_09_a03_bs_enus	60
			Risk Management: Identifying Risk	stgy_09_a01_bs_enus	60
	The Fundamentals of Globalization				
			Evaluating Globalization Opportunities	_pc_ch_lach019	15
			Final Exam: The Fundamentals of Globalization	stgy_05_a01_fe_enus	48
			Fundamentals of Globalization: Analyzing the Global Environment	stgy_05_a02_bs_enus	60
			Fundamentals of Globalization: Managing in a Global Environment	stgy_05_a04_bs_enus	60
			Managing Expatriates' Career Development	_pc_bi_mgbi011	6
			The Etiquette of Cross-cultural Gift Giving	_pc_bi_spbi015	6
			The Fundamentals of Globalization: Strategies for Globalization	stgy_05_a03_bs_enus	60
			The Fundamentals of Globalization: The Global Context	stgy_05_a01_bs_enus	60
Team Building Curriculum					
	Leading Teams				
			Building and Leading Teams	_pc_ch_lach023	15
			Building Trust Incrementally	_pc_bi_lsbi004	6
			Choosing the Right Team Culture	_pc_ch_pfch006	12
			Inspiring Your Team	_pc_bi_lsbi010	6
			Leading Teams: Building Trust and Commitment	team_03_a04_bs_enus	60
			Leading Teams: Dealing with Conflict	team_03_a07_bs_enus	60
			Leading Teams: Developing the Team and its Culture	team_03_a03_bs_enus	60
			Leading Teams: Establishing Goals, Roles, and Guidelines	team_03_a02_bs_enus	60
			Leading Teams: Fostering Effective Communication and Collaboration	team_03_a05_bs_enus	60
			Leading Teams: Launching a Successful Team	team_03_a01_bs_enus	60
			Leading Teams: Managing Virtual Teams	team_03_a08_bs_enus	60
			Leading Teams: Motivating and Optimizing Performance	team_03_a06_bs_enus	60
			Managing Communications in a Virtual Team	_pc_bi_mgbi001	6
			Meeting Team Performance Challenges	_pc_ch_pach010	15
			Support Your Leader	_pc_bi_pfbi010	6

		Optimizing Your Performance On a Team		
		Being an Effective Team Member	team_02_a01_bs_enus	60
		Effective Team Communication	team_02_a04_bs_enus	60
		Elements of a Cohesive Team	team_02_a03_bs_enus	60
		Establishing Team Goals and Responsibilities	team_02_a02_bs_enus	60
		Power and Politics in Matrixed Teams	_pc_ch_mgch002	15
		Using Feedback to Improve Team Performance	team_02_a05_bs_enus	60